

# OCCUPATIONAL OUTLOOK AND TRAINING DIRECTORY

SAN FRANCISCO

2002

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EMPLOYMENT DEVELOPMENT DEPARTMENT

STATE OF CALIFORNIA

CALIFORNIA CAREER RESOURCE NETWORK (CALCRN)



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# OCCUPATIONAL OUTLOOK AND TRAINING DIRECTORY SAN FRANCISCO 2002

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## ACKNOWLEDGMENTS

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The San Francisco Employers  
who provided their time, energy and information  
to complete hundreds of surveys.

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**CCOIS**

Occupational Information System



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## INTRODUCTION

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The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco, Inc. (PIC) and the Labor Market Information Division (LMID) of the State of California Employment Development Department (EDD) as part of the California Cooperative Occupational Information System (CCOIS).

The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information.

This is the eleventh year that the Private Industry Council of San Francisco has participated in the CCOIS program.

The PIC, a nonprofit corporation, provides employment, training and research services to employers and job seekers in San Francisco. As a public/private collaboration for workforce development, the PIC addresses the private sector's needs for labor market information and skilled, job-ready employees in a diverse and rapidly changing workforce.

Also, the PIC provides training and job placement services for dislocated workers, public assistance recipients, low-income adults, youth and older workers, refugees and homeless individuals. For Bay Area employers, the PIC offers information and programs on tax credits and other financial incentives.

LMID regularly collects, analyzes and publishes information about California's labor market, which consists of over fifteen million

workers and over one million employers.

In addition to employment and unemployment data, LMID provides economic planning information, industry and occupational information, social and demographic information, and a variety of other statistics.

Additionally, LMID provides a variety of services, such as technical assistance to data users, and preparation and publication of reports for the state and most sub-state geographic areas.

CCOIS is a partnership of state and local agencies that produce local occupational and labor market information. It operates in 38 sites that represent California's 58 counties.

At the state level, EDD provides technical and financial assistance to the Local Partners and administers CCOIS under the advisement policy guidance of the California Career Resource Network (CalCRN).

This report for 2002 contains profiles of 25 occupations. Over 370 employers representing nearly 8000 employees are represented in this report. The data are based upon confidential questionnaires completed by employers during the last quarter of 2002.

With this eleventh Occupational Outlook Report, about 150 different occupations have been surveyed by the PIC in conjunction with the CCOIS. A list of those occupations are appended to this report.

## OCCUPATIONAL OUTLOOK REPORT SAN FRANCISCO 2002



## WHO USES THIS REPORT?

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The occupational information in this report can be used by a variety of organizations and individuals for many different purposes.

### **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

### **PROGRAM PLANNING**

This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

### **CURRICULA DESIGN**

Training providers can assess and update their curricula based on current employer needs and projected trends.

### **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

### **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their

training programs are developed using reliable local occupational data.

### **HUMAN RESOURCES MANAGEMENT**

Both small business owners and large corporate human resources directors can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion.

The report also contains a training directory that lists training providers in San Francisco County offering programs or courses for the profiled occupations.

### **TRAINING DIRECTORY**

Training directory information was collected during 2002 by the Employment Development Department's (EDD) Labor Market Information Division (LMID) and is stored in a database of the California Training & Education Providers (CTEP). It can be accessed online at [www.soicc.ca.gov/ctep/](http://www.soicc.ca.gov/ctep/).

The providers include public and private colleges and universities, regional occupational programs, community-based organization training programs, and private vocational schools. It is recommended that those who are interested in training contact the school for additional information.

The Private Industry Council of San Francisco and EDD are only providing a list of available training programs and are not advocating any particular training provider.

This report is intended as a reference from which to base and support many employment decisions. For further information, please contact the Labor Market Information Coordinator of the PIC.

## PROGRAM METHODS

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Each year, 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report disseminated to users in San Francisco and throughout California. The following is a summary of methodology used:

### SELECTION OF OCCUPATIONS

Occupational projection tables prepared by the Employment Development Department's Labor Market Information Division (LMID) were reviewed. These tables provide past and expected future employment trends and projected job growth rates for occupations in San Francisco County. From this information, a preliminary list of occupations was developed. Staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, other programs, and the Private Industry Council of San Francisco (PIC) then reviewed this list. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

### DEFINITION OF OCCUPATIONS

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker; that is, occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) classification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories.

### SURVEY SAMPLE SELECTION

Survey samples were developed for each occupation surveyed for 2002. LMID staff, using detailed databases, developed an initial sample of employers for each of the occupations. PIC staff then carefully reviewed the samples and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

### QUESTIONNAIRE DEVELOPMENT

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. PIC staff reviewed these questions, and skill questions specific to the occupations were added.

### SURVEY PROCEDURES

Employers were contacted by telephone, fax and mail to complete the questionnaire.

Response goals were set for each occupation based upon the sample size. For a standardized sample of 40 employers, the response goal was 15 completed questionnaires. For a smaller-sized sample, the response goal was at a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

### TABULATION & RESULTS

Completed questionnaires were entered into a LMID customized database and summary tabulations were produced. Using the tabulations and other information, the data were analyzed and occupational profiles were prepared by PIC staff.

Specific employer information is, and always will remain, strictly confidential.

## USING THE OCCUPATIONAL PROFILES

### OCCUPATIONAL TITLE, DEFINITION, OES CODE

Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are based on a CCOIS version of the OES, originally developed by the U.S. Department of Labor, Bureau of Labor Statistics. Any alternate titles are printed here.

### WAGES

Wage data are shown for three skill and experience levels differentiated into union and nonunion categories if union employment comprised 20-80 percent of responses. The data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

### EXPERIENCE

Related work experience, type and duration is reported here. Employers are often very flexible in this area, often willing to substitute training for experience.

### WORK HOURS

This section identifies an average number of hours that full-time, part-time, temporary, seasonal and/or on-call employees may work in the occupation. Shift work information is also included.

### EDUCATION AND TRAINING

Here educational requirements and any training that may be accepted in lieu of experience is presented.

*Although the minimum educational requirements are not always essential for the performance of job duties, the lack of education can create a barrier with some employers during the hiring process.*

Key descriptive terms used in this and other sections of the occupational profiles are:

**All — 100% of respondents.**

**Almost All — 80 to 99% of respondents.**

**Most — 60 to 79% of respondents.**

**Many — 40 to 59% of respondents.**

**Some — 20 to 39% of respondents.**

**Few — Less than 20% of respondents.**

### BENEFITS

Benefit information indicates the extent to which responding employers make available medical insurance and other benefits to full-time and part-time employees. Benefits for part-time employees are presented if part-time employment is significant.

### OCCUPATIONAL SKILLS & ABILITIES

This section lists basic, personal, technical, physical, computer and language skills important for job entry, according to ranking by employers.

### RECRUITMENT METHODS

This section lists the sources employers use most to recruit their employees.

### SUPPLY & DEMAND ASSESSMENT

This section shows the relative difficulty employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

**Very difficult** — Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

**Moderately difficult** — Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

**Not difficult** — Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## USING THE OCCUPATIONAL PROFILES

### EMPLOYMENT TRENDS

This section includes the following:

**Occupation Size:** refers to the Employment Development Department's Labor Market Information Division projected level of employment in the occupation compared to the total projected employment in the County. Terms used to describe the occupational size are:

**Small** — Less than 885 employed (less than 0.15 percent of total employment)

**Medium** — Between 885 and 1,770 employed (0.15 to 0.29 percent of total employment)

**Large** — Between 1,771 and 3,836 employed (0.30 to 0.64 percent of total employment)

**Very Large** — 3,837 and above employed (0.65 or more percent of total employment)

**2002 Estimated Employment:** This represents the Employment Development Department's Labor Market Information Division estimated number of workers in the occupation.

**PROJECTED JOB GROWTH:** This term describes the expected occupational growth rate in San Francisco County from 1999-2006. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, Projections and Planning Information (San Francisco County). Please be advised that the projections are based upon historical data, long-term trends, and the assumption that these trends will continue. Given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions. Declining rates are shown a minus with parentheses.

**Occupation Growth:** The terms used to describe projected occupational growth rates are as follows:

**Much Faster Than Average—1.50 times average or more**

**Faster Than Average—1.10 to 1.49 times average**

**Average—.90 to 1.09 times average**

**Slower Than Average—Less than .90 times average**

**Remains Stable—No growth projected**

**Slow Decline—Negative growth projected**

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

**Male / Female:** indicates percentages of reported male and female workers in the occupation.

### MAJOR EMPLOYING INDUSTRIES

This section is based on the industry/employment distribution data developed by LMID. The industries providing the largest sources of employment are identified for each occupation.

### OTHER INFORMATION

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

### ADDITIONAL INFORMATION SOURCES

This section contains promotional opportunities for surveyed occupations and any other miscellaneous information, such as, new skills or emerging occupations.



# ARCHITECTS

Architects (except Landscape and Marine) plan and design structures, such as private residences, office buildings, theaters, factories, and other structural property. Do not include Marine and Landscape Architects. OES Code 223020

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$12.29	\$20.55	\$16.42
NEW HIRES EXPERIENCED	\$14.75	\$34.52	\$24.09
THREE YEARS WITH EMPLOYER	\$14.75	\$42.62	\$30.81

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

All have day shifts ranging from 39 to 45 hours, averaging 41 hours per week.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require experience ranging from 12 to 60 months.

## EDUCATION AND TRAINING

Most require a bachelor degree; some want graduate study.

Architectural licensure from the California Board of Architectural Examiners requiring about eight years of combined education and experience is necessary for projects basically greater than two-story, woodframe, four-plex dwellings.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	FEW	MANY	—	—	—
DENTAL INSURANCE	MANY	FEW	SOME	—	FEW	—
VISION INSURANCE	SOME	FEW	FEW	—	—	—
LIFE INSURANCE	MANY	FEW	FEW	—	—	—
SICK LEAVE	ALMOST ALL	FEW	FEW	—	—	—
VACATION	ALMOST ALL	—	FEW	—	—	FEW
RETIREMENT	SOME	FEW	SOME	—	SOME	—
CHILD CARE	—	—	—	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ARCHITECTS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to write legibly and effectively  
Ability to use CAD software  
Ability to apply technical math

### PERSONAL

Ability to work as a team member  
Ability to work independently  
Willingness to work with close supervision

### TECHNICAL

Ability to read technical drawings  
and aerial photos  
Ability to evaluate project costs  
Ability to calculate weight, volume  
and stress factors

### PHYSICAL

Insufficient data to report

### COMPUTER

Almost all require CAD skills.  
Most want word processing and spreadsheet  
experience. Some also look for database  
and desktop publishing knowledge.

### LANGUAGE

All look for fluency in English.

## ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 55%  
Employee Referrals 55%  
Newspaper Ads 45%  
Colleges and Universities 40%

### STATISTICS

Size: Medium (885-1770 employees)  
2002 Estimated Employment: 1525  
Projected Job Growth 1999 - 2006: 2%  
Growth: Much Faster Than Average  
Male 68% Female 32%

### SUPPLY AND DEMAND

Employers report it is moderately difficult  
finding fully experienced and qualified  
applicants who meet their hiring  
standards, indicating a good outlook for  
job seekers.

### MAJOR EMPLOYING INDUSTRIES

Engineering and Architectural Services

## OTHER INFORMATION

Many promote to supervisory or  
managerial positions, such as project  
manager or associate.

18 Employers with 59 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# AUTOMOTIVE BODY AND RELATED REPAIRERS

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

OES Code 853050

## ALTERNATE TITLES: BODYMEN OR PAINTERS

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.00	\$11.51	\$8.59
NEW HIRES EXPERIENCED	\$12.00	\$25.00	\$16.00
THREE YEARS WITH EMPLOYER	\$15.00	\$30.00	\$20.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

A few employers offer bonuses.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require experience ranging from 6 to 48 months.

## WORK HOURS

Almost all have day shifts ranging from 40 to 45 hours, averaging 41 hours per week.

A few have swing and graveyard shifts. A few have part-time positions.

## EDUCATION AND TRAINING

Most require a high school diploma or equivalent; some accept less than high school.

Some accept 6 to 12 months of training in I-Car certification or welding in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	FEW	FEW	—	—	—
DENTAL INSURANCE	SOME	—	FEW	—	FEW	—
VISION INSURANCE	SOME	—	FEW	—	FEW	—
LIFE INSURANCE	FEW	—	FEW	—	—	—
SICK LEAVE	SOME	FEW	—	—	—	—
VACATION	ALMOST ALL	FEW	—	—	—	—
RETIREMENT	SOME	—	FEW	—	FEW	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# AUTOMOTIVE BODY AND RELATED REPAIRERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions and manuals  
Basic math skills  
Detail orientated

### PERSONAL

Ability to work as a team member  
Ability to work independently

### TECHNICAL

Ability to work with power and pneumatic tools  
Ability to perform detailed welding  
Ability to prepare / paint autos and install window glass

### PHYSICAL

Ability to tolerate paint and dust fumes  
Possession of good color perception  
Ability to repeatedly lift at least 70 pounds

### COMPUTER

Some require basic computer skills with estimating and diagnostic software.

### LANGUAGE

Most look for fluency in English.  
Some seek Spanish and/or Cantonese speakers.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 68 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Newspaper Ads 70%  
Employee Referrals 65%  
Walk-In Applicants 40%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 300  
Projected Job Growth 1999 - 2006: 0%  
Growth: Remain Stable  
Male 99% Female 1%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers. Employers report it is moderately difficult finding inexperienced workers, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Automotive Repair Shops

## OTHER INFORMATION

Most promote to supervisory positions, such as estimator or foreman.

A few look for dentless paint repair experience.

16 Employers with 198 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# CASHIERS

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

OES Code 490230

## UNION

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.25	\$8.71	\$7.50
NEW HIRES EXPERIENCED	\$8.50	\$10.29	\$9.28
THREE YEARS WITH EMPLOYER	\$10.75	\$17.58	\$11.00

## NON-UNION

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$6.75	\$11.19	\$7.50
NEW HIRES EXPERIENCED	\$6.75	\$12.00	\$8.00
THREE YEARS WITH EMPLOYER	\$7.50	\$14.00	\$9.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Some require experience ranging from 3 to 12 months. Almost all accept experience from other service occupations.

### WORK HOURS

Almost all work day shifts ranging from 35 to 40 hours, averaging 39 hours per week. Most have swing and a few, graveyard shifts or evenings or store hours. Many have part time and a few, on-call positions.

### EDUCATION AND TRAINING

Some require a high school diploma or equivalent. Many accept less than high school. Almost all accept 2 to 6 months of training in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	FEW	SOME	FEW	—	—
DENTAL INSURANCE	SOME	FEW	FEW	FEW	—	—
VISION INSURANCE	SOME	FEW	FEW	FEW	—	—
LIFE INSURANCE	SOME	FEW	FEW	—	FEW	FEW
SICK LEAVE	MANY	SOME	FEW	—	—	—
VACATION	MANY	SOME	FEW	—	—	—
RETIREMENT	SOME	FEW	FEW	FEW	—	—
CHILD CARE	—	—	FEW	FEW	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# CASHIERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Basic math skills  
Oral communication skills  
Ability to read and follow instructions

### PERSONAL

Ability to work independently  
Ability to work under pressure  
Willingness to work with close supervision

### TECHNICAL

Cash handling skills  
Ability to work a point-of-sale terminal or cash register  
Ability to follow check cashing policies

### PHYSICAL

Ability to stand continuously for more than two hours

### COMPUTER

Computer skills are not required.

### LANGUAGE

Many look for fluency in English.  
Some seek speakers of Spanish, Cantonese, and/or Mandarin.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 31 (1997)

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Walk-in Applicants 95%  
Employee Referrals 70%  
Newspaper Ads 40%

### STATISTICS

Size: Very Large  
(more than 3837 employees)  
2002 Estimated Employment: 9830  
Projected Job Growth 1999 - 2006: 13.3%  
Growth: Much Faster Than Average  
Male 42%      Female 58%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very competitive outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Grocery Stores  
Eating and Drinking Places  
Drug Stores and Proprietary Stores

## OTHER INFORMATION

All promote to supervisory or management positions.

17 Employers with 729 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# CHILD CARE WORKERS

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Do not include workers whose primary function is to teach in a structured setting.

OES Code 680380

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$10.26	\$9.00
NEW HIRES EXPERIENCED	\$8.00	\$12.00	\$10.00
THREE YEARS WITH EMPLOYER	\$9.50	\$13.00	\$11.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

Some have day shifts ranging from 35 to 40 hours, averaging 39 hours per week.

Many are part-time. A few have swing shifts and on-call positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Some require experience ranging from 6 to 24 months. Most accept experience as a nanny, au pair or babysitter.

## EDUCATION AND TRAINING

Most require a high school diploma or equivalent; a few want an associate degree.

A few accept less than high school.

Many accept training in early childhood development courses (3-12 units) in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	FEW	SOME	FEW	—	FEW
DENTAL INSURANCE	SOME	FEW	FEW	FEW	FEW	FEW
VISION INSURANCE	SOME	FEW	SOME	FEW	FEW	FEW
LIFE INSURANCE	FEW	FEW	FEW	—	FEW	—
SICK LEAVE	MOST	SOME	FEW	—	—	FEW
VACATION	MOST	MANY	FEW	—	—	—
RETIREMENT	SOME	FEW	SOME	SOME	FEW	FEW
CHILD CARE	FEW	FEW	SOME	SOME	SOME	FEW

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# CHILD CARE WORKERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to follow written child care regulations  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to perform multiple tasks simultaneously  
Possession of a clean police record  
Understanding a variety of cultures

### TECHNICAL

First aid training  
Possession of an ECD certificate

### PHYSICAL

Ability to lift at least 40 pounds repeatedly  
Ability to stand continuously for two or more hours

### COMPUTER

Almost all look for basic computing skills.

### LANGUAGE

Most look for fluency in English.  
Some seek speakers of Cantonese, Mandarin, Spanish, Tagalog, Japanese and/or Korean.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 505 (2002)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 70%  
Newspaper Ads 60%  
Colleges and Universities 40%

### STATISTICS

Size: Medium (885 –1770 employees)  
2002 Estimated Employment: 1390  
Projected Job Growth 1999 - 2006: 8.7%  
Growth: Much Faster Than Average  
Male 9% Female 91%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Individual and Family Services  
Residential Care  
Civic and Social Associations  
Child Day Care Services

## OTHER INFORMATION

All promote to supervisory or teaching positions.

A few employers offer tuition and/or child care discounts.

18 Employers with 246 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# COUNTER AND RENTAL CLERKS

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

OES Code 490170

## ALTERNATE TITLE: CUSTOMER SERVICE REPS

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$6.75	\$12.00	\$8.00
NEW HIRES EXPERIENCED	\$6.75	\$15.34	\$9.00
THREE YEARS WITH EMPLOYER	\$6.75	\$16.00	\$11.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Tips are also received.

### WORK HOURS

Most have day shifts ranging from 35 to 45 hours, averaging 40 hours per week.

A few have swing shifts.

A few have part-time positions.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; some accept less than high school.

A few want an associate degree.

Many accept 3 to 12 months of training.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Most require experience ranging from 3 to 18 months in retail or customer service businesses.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	—	SOME	FEW	—	—
DENTAL INSURANCE	SOME	—	SOME	FEW	—	—
VISION INSURANCE	SOME	—	SOME	FEW	FEW	—
LIFE INSURANCE	FEW	FEW	FEW	FEW	—	—
SICK LEAVE	SOME	FEW	—	—	—	—
VACATION	MOST	FEW	—	—	—	—
RETIREMENT	SOME	—	FEW	FEW	FEW	FEW
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# COUNTER AND RENTAL CLERKS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

- Ability to read and follow instructions
- Ability to follow and give instructions
- Basic math skills
- Ability to write legibly

### PERSONAL

- Customer service skills
- Willingness to work with close supervision
- Ability to work independently

### TECHNICAL

- Cash handling skills
- Ability to operate point-of-sale terminal or cash register
- Ability to describe and demonstrate goods and services

### PHYSICAL

- Ability to stand continuously for two or more hours

### COMPUTER

- Some require basic computer skills with word processing, spreadsheets and database experience.

### LANGUAGE

- Most look for fluency in English.
- Some seek Spanish speakers.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 511 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

- Walk-In Applicants 65%
- Employee Referrals 45%
- Internet Job Listings 25%
- Newspaper Ads 20%

### STATISTICS

- Size: Large (1771-3836 employees)
- 2002 Estimated Employment: 2250
- Projected Job Growth 1999 - 2006: 7.8%
- Growth: Much Faster Than Average
- Male 58% Female 42%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers. Employers report it is moderately difficult finding inexperienced workers, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

- Groceries and Related Products
- Automotive Rentals
- Video Tape Rentals
- Miscellaneous Equipment Rental and Leasing

## OTHER INFORMATION

Almost all promote to supervisory positions, such as shift supervisor or assistant manager.

16 Employers with 111 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# DATA PROCESSING EQUIPMENT REPAIRERS

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Do not include non-data processing equipment repairers. OES Code 857050

## ALTERNATE TITLE: TECHNICIANS

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$16.78	\$16.78	\$16.78
NEW HIRES EXPERIENCED	\$13.00	\$23.97	\$17.05
THREE YEARS WITH EMPLOYER	\$19.18	\$28.77	\$23.01

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

Almost all have day shifts ranging from 38 to 45 hours, averaging 40 hours per week. Some have evening and weekend shifts.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Most require experience ranging from 6 to 24 months. Many accept experience from other occupations.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; some want a bachelor degree.

A few accept less than high school.

Most accept training in lieu of experience.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	—	FEW	—	—	—
DENTAL INSURANCE	MANY	—	—	—	—	—
VISION INSURANCE	SOME	—	—	—	—	—
LIFE INSURANCE	SOME	—	—	—	—	—
SICK LEAVE	MOST	—	FEW	—	—	—
VACATION	ALMOST ALL	—	—	—	—	—
RETIREMENT	SOME	—	SOME	FEW	—	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# DATA PROCESSING EQUIPMENT REPAIRERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Basic math skills  
Ability to write legibly

### PERSONAL

Ability to work independently

### TECHNICAL

Knowledge of microcomputer hardware and operating systems  
Problem solving skills  
Ability to operate electronics testing equipment

### PHYSICAL

Insufficient data to report

### COMPUTER

Almost all require word processing, spreadsheet and database skills. Many also want desktop publishing knowledge.

### LANGUAGE

Many look for fluency in English.  
Some seek speakers of Spanish, Cantonese, Mandarin and/or Vietnamese.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 152 (1997)

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 60%  
School, Program Referrals 45%  
Newspaper Ads 30%  
Internet Job Listings 30%  
Colleges and Universities 30%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 245  
Projected Job Growth 1999 - 2006: 4.2%  
Growth: Much Faster Than Average  
Male 90%      Female 10%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very competitive outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Radio, Television and Computer Stores  
Computer and Data Processing Services  
Professional and Commercial Equipment

## OTHER INFORMATION

Many promote to supervisory or management positions.

7 Employers with 21 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# DRAFTERS

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

OES Code 225140

## ALTERNATE TITLES: CAD OPERATORS OR SPECIALISTS

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$14.38	\$14.38	\$14.38
NEW HIRES EXPERIENCED	\$12.00	\$27.81	\$17.98
THREE YEARS WITH EMPLOYER	\$14.38	\$29.73	\$21.58

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

A few employers offer bonuses.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require experience ranging from 12 to 36 months.

### WORK HOURS

Almost all have day shifts ranging from 36 to 45 hours, averaging 41 hours per week.

A few have part-time and on-call positions.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; a few want an associate and some require a bachelor degree.

Many accept 6 to 12 months of CAD training in lieu of experience.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	FEW	SOME	—	FEW	—
DENTAL INSURANCE	MANY	FEW	FEW	—	FEW	—
VISION INSURANCE	SOME	FEW	FEW	—	—	—
LIFE INSURANCE	MOST	FEW	FEW	—	—	—
SICK LEAVE	ALMOST ALL	FEW	FEW	—	—	—
VACATION	ALMOST ALL	FEW	FEW	—	—	—
RETIREMENT	SOME	FEW	MANY	FEW	FEW	—
CHILD CARE	FEW	—	SOME	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# DRAFTERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Willingness to work with close supervision  
Ability to work independently

### TECHNICAL

CAD skills  
Ability to read blueprints

### PHYSICAL

Insufficient data to report

### COMPUTER

All require CAD skills. Many want word processing and spreadsheet knowledge while some also look for desktop publishing knowledge and a few, database skills.

### LANGUAGE

All look for fluency in English.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 338 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 50%  
Employee Referrals 50%  
Newspaper Ads 45%  
Colleges and Universities 30%

### STATISTICS

Size: Large (1771-3826 employees)  
2002 Estimated Employment: 2050  
Projected Job Growth 1999 - 2006: 2.5%  
Growth: Much Faster Than Average  
Male 67% Female 33%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Engineering and Architectural Services

## OTHER INFORMATION

Almost all promote to supervisory or managerial positions, such as CAD manager or associate.

16 Employers with 198 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ELECTRIC HOME APPLIANCE AND POWER TOOL REPAIRERS

Electric Home Appliance and Power Tool Repairers repair, adjust, and install all types of electric household appliances, such as refrigerators, washing machines, dishwashers, vacuum cleaners, room air conditioners, and small appliances, including toasters, mixers, and food processors. Include repairers of electrical hand and bench tools, such as lathes, drills, saws, grinders, and polishers.

OES Code 857110

## ALTERNATE TITLE: SERVICE TECHNICIANS

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$10.00	\$15.00	\$11.50
NEW HIRES EXPERIENCED	\$9.00	\$25.00	\$12.25
THREE YEARS WITH EMPLOYER	\$9.59	\$30.00	\$15.25

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

Almost all have day shifts ranging from 37 to 60 hours, averaging 42 hours per week.  
Some have swing shifts.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require or prefer experience ranging from 6 to 36 months.  
Most accept experience from other mechanical or customer service occupations.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent.  
A few accept less than high school.  
Most accept training in lieu of experience.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	—	SOME	—	FEW	—
DENTAL INSURANCE	FEW	—	SOME	—	FEW	—
VISION INSURANCE	SOME	—	SOME	—	FEW	—
LIFE INSURANCE	FEW	—	FEW	—	FEW	—
SICK LEAVE	MOST	—	—	—	—	—
VACATION	ALMOST ALL	—	—	—	—	—
RETIREMENT	FEW	—	SOME	—	FEW	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ELECTRIC HOME APPLIANCE AND POWER TOOL REPAIRERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Ability to read service manuals

### PERSONAL

Ability to work independently  
Customer service skills

### TECHNICAL

Read schematics  
Use electric and electronic test devices  
Apply electrical and electronic principals

### PHYSICAL

Use hand tools  
Move and lift heavy objects

### COMPUTER

Almost all require word processing, skills. Some also want spreadsheet, database and desktop publishing knowledge.

### LANGUAGE

Many look for fluency in English.  
Some seek speakers of Spanish, Cantonese, Mandarin and/or Russian.

## ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Newspaper Ads 70%  
Employee Referrals 60%  
In-House Promotion or Referrals 50%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 44  
Projected Job Growth 1999 - 2006: 25%  
Growth: Much Faster Than Average  
Male 95%      Female 5%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Household Appliance Stores  
Machinery, Equipment and Supplies

## OTHER INFORMATION

Many promote to supervisory or management positions.

14 Employers with 40 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ELEMENTARY SCHOOL TEACHERS

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Do not include special education teachers who teach only handicapped pupils.

OES Code313050

## WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$11.51	\$20.82	\$15.40
NEW HIRES EXPERIENCED	\$11.67	\$25.57	\$18.22
THREE YEARS WITH EMPLOYER	\$12.47	\$32.99	\$20.62

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not included extreme wages.

Wages for teachers are typically paid on an annual basis.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Most require experience ranging from 12 to 60 months. Some accept experience from other occupations.

### WORK HOURS

Almost all have day shifts ranging from 35 to 50 hours, averaging 41 hours per week.  
A few have part-time positions.

### EDUCATION AND TRAINING

All require a bachelor degree.  
Graduate study, which includes student teaching, is consistent with California's credential requirements for this occupation.

Few accept training in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	MANY	MANY	FEW	—	—
DENTAL INSURANCE	MANY	MANY	SOME	FEW	FEW	—
VISION INSURANCE	SOME	SOME	SOME	FEW	—	—
LIFE INSURANCE	MANY	FEW	FEW	FEW	—	—
SICK LEAVE	ALMOST ALL	MANY	—	—	—	—
VACATION	MOST	MANY	—	—	—	—
RETIREMENT	MANY	SOME	SOME	—	FEW	FEW
CHILD CARE	FEW	FEW	—	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ELEMENTARY SCHOOL TEACHERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Oral communication skills  
Ability to read and follow instructions  
Ability to write legibly

### PERSONAL

Ability to exercise patience  
Possession of a clean police record  
Ability to work under pressure  
Understanding a variety of cultures

### TECHNICAL

Classroom management skills  
Problem solving skills  
Possession of a state teacher's certificate

### PHYSICAL

Insufficient data to report

### COMPUTER

All require word processing skills. Some want database and a few, spread sheet and desktop publishing experience.

### LANGUAGE

All look for fluency in English.  
Some seek speakers of Spanish, German, Russian and/or French.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 10 (1999)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 70%  
Newspaper Ads 65%  
Colleges/Universities 30%

### STATISTICS

Size: Very Large  
(more than 3837 employees)  
2002 Estimated Employment: 4450  
Projected Job Growth 1999 - 2006: 11.8%  
Growth: Much Faster Than Average  
Male 21% Female 79%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Elementary and Secondary Schools

## OTHER INFORMATION

Many promote to higher positions, such as head teacher or administrator.

17 Employers with 1029 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Do not include workers who do only plumbing and pipefitting work.

OES Code 859020

## ALTERNATE TITLES: ENGINEERS OR SHEETMETAL WORKERS

### UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$19.18	\$33.56	\$26.37
NEW HIRES EXPERIENCED	\$20.00	\$41.10	\$31.41
THREE YEARS WITH EMPLOYER	\$29.85	\$40.00	\$34.28

### NON-UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$10.00	\$15.00	\$12.50
NEW HIRES EXPERIENCED	\$10.00	\$33.56	\$15.00
THREE YEARS WITH EMPLOYER	\$15.00	\$36.44	\$25.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Some require experience ranging from 6 to 36 months. Most accept experience from other mechanical or customer service occupations.

### WORK HOURS

Almost all work day shifts ranging from 35 to 42 hours, averaging 39 hours per week. A few have swing and graveyard shifts. A few have part-time and on-call positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few accept less than high school. Many require vocational or technical school training.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	ALMOST ALL	FEW	FEW	—	—	—
DENTAL INSURANCE	MOST	—	FEW	—	—	—
VISION INSURANCE	MANY	—	FEW	—	FEW	—
LIFE INSURANCE	SOME	—	—	—	FEW	—
SICK LEAVE	MANY	FEW	—	—	FEW	—
VACATION	ALMOST ALL	FEW	—	—	—	—
RETIREMENT	MANY	—	FEW	—	—	—
CHILD CARE	—	—	—	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Basic math skills  
Ability to follow instructions  
Oral communication skills

### PERSONAL

Ability to work independently  
Ability to provide own hand tools  
Public contact skills

### TECHNICAL

Problem solving skills  
Welding/soldering skills  
Plumbing/pipefitting skills

### PHYSICAL

Ability to lift at least 100 pounds repeatedly

### COMPUTER

Most look for basic computer skills.

### LANGUAGE

Most look for fluency in English.  
Some seek speakers of Spanish,  
Mandarin and/or Cantonese.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 32 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Newspaper Ads 40%  
Employee Referrals 30%  
Union Hall Referrals 30%  
Walk-In Applicants 20%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 285  
Projected Job Growth 1999 - 2006: 11%  
Growth: Much Faster Than Average  
Male 98% Female 2%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Plumbing, Heating and Air Conditioning  
Hospitals  
Local and Federal Government

## OTHER INFORMATION

Most promote to supervisory or senior positions such as foreman or chief engineer.

19 Employers with 134 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# HOME HEALTH AIDES

Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Exclude Nursing Aides and Homemakers.

OES Code 660110

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$10.00	\$13.00	\$10.00
NEW HIRES EXPERIENCED	\$10.00	\$14.67	\$10.00
THREE YEARS WITH EMPLOYER	\$10.00	\$15.50	\$11.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

Almost all have day shifts averaging 40 hours per week. Many have swing, after-hours and weekend shifts. Some have live-in and 12 hour schedules.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 6 to 12 months. Many accept experience from other occupations.

## EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few accept less than high school.

Most accept training in lieu of experience. Some require technical training or certification.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	—	FEW	SOME	MANY	FEW	FEW
DENTAL INSURANCE	—	—	SOME	MANY	FEW	FEW
VISION INSURANCE	SOME	SOME	—	FEW	FEW	FEW
LIFE INSURANCE	SOME	MANY	—	—	—	—
SICK LEAVE	MANY	MANY	—	—	—	—
VACATION	MANY	MOST	—	—	—	—
RETIREMENT	—	—	—	—	SOME	MANY
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# HOME HEALTH AIDES

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to work independently  
Willingness to work with close supervision  
Possession of a valid driver's license

### TECHNICAL

Ability to apply transferring techniques  
moving patients  
CPR and first aide certifications  
Possession of a Certified Nurse Assistant  
or Home Health Aide certificate

### PHYSICAL

Ability to pass a pre-employment  
medical examination

### COMPUTER

Many require basic computer skills.

### LANGUAGE

Almost all look for fluency in English.  
Some seek speakers of Spanish, Cantonese,  
Mandarin, Russian and/or Tagalog.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 461 (1997)

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 90%  
Newspaper Ads 45%  
Walk-In Applicants 45%  
School, Program Referrals 45%

### STATISTICS

Size: Medium (885-170 employees)  
2002 Estimated Employment: 1100  
Projected Job Growth 1999 - 2006: 18.6%  
Growth: Much Faster Than Average  
Male 14% Female 86%

### SUPPLY AND DEMAND

Employers report it is moderately difficult  
finding fully experienced and qualified  
applicants who meet their hiring  
standards, indicating a good outlook  
for job seekers. Inexperienced applicants  
are not difficult to find, indicating a very  
competitive outlook.

### MAJOR EMPLOYING INDUSTRIES

Hospitals  
Individual and Family Services  
Personnel Supply Services

## OTHER INFORMATION

Few promote to higher levels.

7 Employers with 342 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# INSTRUCTIONAL AIDES

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

OES Code315211

## ALTERNATE TITLE: TEACHER'S AIDES

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$9.59	\$14.25	\$11.99
NEW HIRES EXPERIENCED	\$9.45	\$15.00	\$13.10
THREE YEARS WITH EMPLOYER	\$10.86	\$19.73	\$13.42

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

Many have day shifts ranging from 35 to 40 hours, averaging 39 hours per week. Many others have part-time positions. A few have swing or afternoon shifts.

### EDUCATION AND TRAINING

Many require a bachelor degree while some other employers accept an associate degree or a high school diploma or equivalent.

Many accept training, such as early childhood development classes, in lieu of experience.

Some require ECD courses leading to a credential.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Some require experience ranging from 4 to 24 months. Many accept experience from other occupations, such as, nanny or day care.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	FEW	SOME	SOME	—	—
DENTAL INSURANCE	MOST	FEW	SOME	SOME	FEW	—
VISION INSURANCE	MOST	FEW	SOME	SOME	—	—
LIFE INSURANCE	MANY	FEW	SOME	SOME	—	—
SICK LEAVE	ALMOST ALL	SOME	FEW	—	—	—
VACATION	MOST	SOME	FEW	—	—	—
RETIREMENT	SOME	SOME	SOME	FEW	—	FEW
CHILD CARE	FEW	—	—	—	FEW	FEW

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# INSTRUCTIONAL AIDES

---

## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Oral communication skills  
Ability to read and follow instructions  
Ability to write legibly

### PERSONAL

Ability to exercise patience  
Understanding a variety of cultures

### TECHNICAL

Ability to administer emergency first aide  
Ability to apply teaching techniques

### PHYSICAL

Insufficient data to report

### COMPUTER

All require word processing skills. Some want database and spread sheet and a few, desktop publishing experience.

### LANGUAGE

All look for fluency in English.  
Some seek speakers of Spanish, German, Russian and/or French.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 502 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 70%  
Newspaper Ads 60%  
Colleges/Universities 45%

### STATISTICS

Size: Medium (885-1770 employees)  
2002 Estimated Employment: 1725  
Projected Job Growth 1999 - 2006: 26%  
Growth: Much Faster Than Average  
Male 13% Female 87%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants or inexperienced applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Elementary and Secondary Schools

## OTHER INFORMATION

Almost all promote to higher positions, such as, teacher with the appropriate credentials.

A few employers offer tuition or continuing education reimbursements.

15 Employers with 273 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# INSURANCE ADJUSTERS, EXAMINERS AND INVESTIGATORS

Insurance Adjusters, Examiners, and Investigators investigate, analyze, and determine the validity of the amount of the insurance company's liability concerning personal, casualty, or property loss or damages, and effect a settlement with claimants. They correspond with or interview medical specialists, agents, witnesses, or claimants to compile information, calculate benefit payments, and approve payment of claims within a certain monetary limit.

OES Code 857110

## ALTERNATE TITLE: CLAIMS EXAMINERS

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$14.06	\$23.50	\$16.30
NEW HIRES EXPERIENCED	\$11.99	\$28.13	20.38
THREE YEARS WITH EMPLOYER	\$18.22	\$32.14	\$26.37

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

All have day shifts ranging from 37 to 45 hours, averaging 40 hours per week.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent.

A few want an associate degree.

Few accept training in lieu of experience.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 12 to 48 months. Many accept experience from other health or insurance occupations.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	—	MOST	—	FEW	—
DENTAL INSURANCE	FEW	—	MOST	—	FEW	—
VISION INSURANCE	FEW	—	MANY	—	FEW	—
LIFE INSURANCE	MANY	—	MANY	—	FEW	—
SICK LEAVE	ALMOST ALL	—	FEW	—	—	—
VACATION	ALMOST ALL	FEW	FEW	—	—	—
RETIREMENT	SOME	—	MOST	FEW	—	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# INSURANCE ADJUSTERS, EXAMINERS AND INVESTIGATORS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

- Oral communication skills
- Ability to think logically
- Ability to read and follow instructions

### PERSONAL

- Customer service skills
- Ability to work independently
- Public contact skills

### TECHNICAL

- Ability to interpret policy coverage
- Ability to interview others for information
- Knowledge of medical terminology

### PHYSICAL

- Insufficient data to report

### COMPUTER

- All want word processing skills; some, spreadsheet experience.

### LANGUAGE

- Almost all look for fluency in English.
- Some seek speakers of Spanish.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide

Number 67 (1997)

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

- Employee Referrals 85%
- Newspaper Ads 60%
- In-House Promotion or Transfer 60%

### STATISTICS

- Size: Small (less than 885 employees)
- 2002 Estimated Employment: 740
- Projected Job Growth 1999 - 2006: 8.5%
- Growth: Much Faster Than Average
- Male 57% Female 43%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

- Fire, Marine and Casualty Insurance
- Insurance Agents, Brokers and Services

## OTHER INFORMATION

Almost all promote to higher supervisory or management positions, such as, senior adjuster or examiner.

12 Employers with 194 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# LABORERS, LANDSCAPING AND GROUNDSKEEPING

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons. OES Code 790410

## ALTERNATE TITLE: GARDENERS

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$9.00	\$13.00	\$10.00
NEW HIRES EXPERIENCED	\$8.75	\$19.51	\$12.00
THREE YEARS WITH EMPLOYER	\$11.00	\$22.39	\$17.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

All have day shifts ranging from 32 to 40 hours, averaging 40 hours per week.  
A few have part-time positions.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; many others accept less than high school.

Many accept 6 to 12 months of training in such programs as horticulture or spray care in lieu of experience.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 3 to 24 months.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	FEW	SOME	—	—	—
DENTAL INSURANCE	SOME	FEW	FEW	—	—	—
VISION INSURANCE	FEW	—	FEW	—	FEW	—
LIFE INSURANCE	FEW	—	—	—	—	—
SICK LEAVE	MANY	FEW	—	—	—	—
VACATION	MANY	FEW	—	—	—	—
RETIREMENT	FEW	FEW	FEW	—	FEW	—
CHILD CARE	FEW	—	—	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LABORERS, LANDSCAPING AND GROUNDSKEEPING

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills

### PERSONAL

Ability to work independently  
Possession of a valid driver's license  
and reliable vehicle

### TECHNICAL

Knowledge of pesticides and herbicides  
Plumbing and sprinkler repair skills  
Knowledge of horticulture

### PHYSICAL

Ability to lift at least 75 pounds repeatedly

### COMPUTER

Not required.

### LANGUAGE

Most look for fluency in English.  
Some seek Spanish, Mandarin, Cantonese  
and/or Tongan speakers.

## ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 70%  
Newspaper Ads 50%  
Internet Job Listings 35%  
Colleges and Universities 30%

### STATISTICS

Size: Large (1771-3836 employees)  
2002 Estimated Employment: 3140  
Projected Job Growth 1999 - 2006: (8.6%)  
Growth: Much Faster Than Average  
Male 91% Female 9%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants or inexperienced applicants who meet their hiring standards, indicating a good outlook for job seekers.

## MAJOR EMPLOYING INDUSTRIES

Landscape and Horticultural Services  
Services to Buildings  
Local Government

## OTHER INFORMATION

Most promote to supervisory or managerial positions, such as, lead gardener or foreman.

17 Employers with 241 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LEGAL SECRETARIES

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials. OES Code 551020

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$16.78	\$21.41	\$19.10
NEW HIRES EXPERIENCED	\$9.87	\$30.06	\$26.65
THREE YEARS WITH EMPLOYER	\$23.97	\$33.41	\$28.51

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

All have day shifts ranging from 35 to 40 hours, averaging 37 hours per week.

A few have swing shift positions.

A few have parttime positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require experience ranging from 12 to 36 months.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent; some, a bachelor degree.

Some accept 6 to 12 months of training in legal secretary courses in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	SOME	SOME	SOME	—	—
DENTAL INSURANCE	MOST	SOME	SOME	SOME	—	—
VISION INSURANCE	MANY	FEW	SOME	SOME	FEW	FEW
LIFE INSURANCE	MOST	SOME	SOME	SOME	—	—
SICK LEAVE	ALMOST ALL	MANY	FEW	FEW	—	—
VACATION	ALMOST ALL	MOST	FEW	FEW	—	—
RETIREMENT	MOST	MANY	FEW	FEW	—	—
CHILD CARE	FEW	FEW	SOME	FEW	FEW	FEW

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LEGAL SECRETARIES

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to work independently  
Willingness to work with close supervision  
Ability to multi-task and work under pressure  
Attention to detail

### TECHNICAL

Understanding legal terms and court proceedings  
Ability to type at least 60 words per minute  
Ability to operate transcribing machine

### PHYSICAL

Insufficient data to report

### COMPUTER

All require word processing skills; many, spreadsheet and a few, database experience.  
Also, Internet searching ability is desired.

### LANGUAGE

All look for fluency in English and most, legal terminology knowledge.  
A few seek Spanish speakers.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 172 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 90%  
Newspaper Ads 70%  
Internet Job Listings 50%

### STATISTICS

Size: Very Large  
(more than 3837 employees)  
2002 Estimated Employment: 3930  
Projected Job Growth 1999 - 2006: (-1.5%)  
Growth: Slow Decline  
Male 7%      Female 93%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a good outlook for job seekers, and not difficult for inexperienced applicants, indicating a very competitive outlook.

### MAJOR EMPLOYING INDUSTRIES

Legal Services

## OTHER INFORMATION

Almost all promote to supervisory or senior positions, such as, legal support coordinator or secretarial manager.

15 Employers with 756 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS

Library Assistants and Bookmobile Drivers compile records; sort and shelve books; issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace materials in shelving areas (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals, and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assist with providing services in mobile library.

OES Code 539020

## UNION

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$20.50	\$20.50	\$20.50
NEW HIRES EXPERIENCED	\$14.12	\$23.21	\$18.84
THREE YEARS WITH EMPLOYER	\$18.17	\$28.23	\$23.56

## NON-UNION

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$11.00	\$15.34	\$13.22
NEW HIRES EXPERIENCED	\$10.68	\$25.00	\$15.34
THREE YEARS WITH EMPLOYER	\$15.00	\$19.31	\$17.02

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Some require experience ranging from 6 to 24 months. Some accept experience from other occupations.

### WORK HOURS

Almost all work day shifts ranging from 35 to 40 hours, averaging 38 hours per week. Some have swing and part-time positions; a few, evening and weekend shifts.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent; some want an associate degree. Some accept training in lieu of experience..

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	FEW	MANY	FEW	FEW	FEW
DENTAL INSURANCE	MANY	FEW	SOME	FEW	FEW	FEW
VISION INSURANCE	MANY	FEW	SOME	FEW	FEW	FEW
LIFE INSURANCE	SOME	—	FEW	FEW	FEW	FEW
SICK LEAVE	MOST	MANY	FEW	FEW	—	—
VACATION	ALMOST ALL	MANY	FEW	FEW	—	—
RETIREMENT	MANY	SOME	FEW	—	—	—
CHILD CARE	FEW	—	FEW	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to work independently  
Ability to work under pressure

### TECHNICAL

Ability to classify publications using  
the Library of Congress system

### PHYSICAL

Insufficient data to report

### COMPUTER

Almost all require word processing skills.  
Most also want database experience; some,  
desktop publishing and a few, spreadsheet  
knowledge.

### LANGUAGE

Almost all look for fluency in English.  
Some seek speakers of Spanish  
and/or Cantonese.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 47 (1996)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 65%  
Employee Referrals 45%  
Newspaper Ads 35%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 650  
Projected Job Growth 1999 - 2006: 6.3%  
Growth: Much Faster Than Average  
Male 39% Female 61%

### SUPPLY AND DEMAND

Employers report it is not difficult  
finding fully experienced and qualified  
or inexperienced applicants who meet  
their hiring standards, indicating a very  
competitive outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Colleges and Universities  
Local Government

## OTHER INFORMATION

Almost all promote to higher levels  
or supervisory positions.

11 Employers with 170 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LOAN AND CREDIT CLERKS

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Do not include loan interviewers.

OES Code 531210

## ALTERNATE TITLE: LOAN PROCESSOR

### WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$11.99	\$11.99	\$11.99
NEW HIRES EXPERIENCED	\$11.93	\$21.58	\$15.98
THREE YEARS WITH EMPLOYER	\$11.93	\$28.77	\$18.66

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

All have day shifts ranging from 30 to 45 hours, averaging 41 hours per week. Some have swing shifts and weekends. A few have on-call positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Most require experience ranging from 6 to 48 month. Most look for banking or finance experience.

### EDUCATION AND TRAINING

Most require a high school degree or equivalent; few want an associate degree or a bachelor degree.

Many accept 6 to 12 months of training in lieu of experience, such as, a notary.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	—	MANY	—	—	—
DENTAL INSURANCE	MANY	—	MANY	—	—	—
VISION INSURANCE	SOME	—	MANY	—	—	—
LIFE INSURANCE	MANY	—	FEW	—	FEW	—
SICK LEAVE	ALMOST ALL	—	FEW	—	—	—
VACATION	ALMOST ALL	—	FEW	—	—	—
RETIREMENT	FEW	—	MOST	—	FEW	—
CHILD CARE	—	—	—	—	SOME	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# LOAN AND CREDIT CLERKS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Oral communication skills  
Ability to write legibly  
Ability to read and follow instructions

### PERSONAL

Customer service skills  
Public contact skills

### TECHNICAL

Ability to perform detailed clerical work  
Telephone answering skills

### PHYSICAL

Insufficient data to report

### COMPUTER

Almost all want word processing  
and most require spreadsheet and  
database skills.

### LANGUAGE

All look for fluency in English.  
Languages in demand include Spanish,  
Cantonese, Mandarin, Russian and Hebrew.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 526 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Newspaper Ads 80%  
Internet Job Listings 60%  
Employee Referrals 55%  
Word of Mouth 35%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 600  
Projected Job Growth 1999 - 2006: 1.7%  
Growth: Much Faster Than Average  
Male 37% Female 63%

### SUPPLY AND DEMAND

Employers report it is moderately  
difficult finding fully experienced and  
qualified applicants who meet their  
hiring standards, indicating a good  
outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Commercial Banks  
Mortgage Bankers and Brokers

## OTHER INFORMATION

Most promote to supervisory or senior  
positions, such as senior loan officer or  
branch manager.  
Demand for online loan processing  
is growing.

17 Employers with 86 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# MEDICAL AND CLINICAL LABORATORY ASSISTANTS

Medical and Clinical Laboratory Assistants perform routine tasks in a medical laboratory. They may set up and operate automated equipment, which does not require interpretation or judgment to read the results. They may label, centrifuge, and transfer specimens, transcribe results, and prepare culture media and reagents. They may also perform venipuncture if certified to do so. They work under the supervision of a Medical Laboratory Technologist.

OES Code 329050

## UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$11.00	\$15.00	\$13.00
NEW HIRES EXPERIENCED	\$12.00	\$15.53	\$15.12
THREE YEARS WITH EMPLOYER	\$13.00	\$17.48	\$16.69

## NON-UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$22.05	\$12.96
NEW HIRES EXPERIENCED	\$8.00	\$16.50	\$13.88
THREE YEARS WITH EMPLOYER	\$12.00	\$17.50	\$15.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Most require experience ranging from 6 to 24 months. Many accept experience from similar occupations.

### WORK HOURS

Almost all work day shifts ranging from 35 to 40 hours, averaging 39 hours per week. Many have swing and a some, graveyard shifts. A few have part-time and on-call positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. Some want an associate degree. Some accept 6 to 12 months of training in phlebotomy or medical assistant programs in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	MANY	SOME	SOME	—	—
DENTAL INSURANCE	MANY	SOME	SOME	SOME	—	—
VISION INSURANCE	MOST	MANY	FEW	FEW	—	—
LIFE INSURANCE	MOST	MOST	—	—	FEW	—
SICK LEAVE	ALMOST ALL	MOST	—	—	—	—
VACATION	ALMOST ALL	MOST	—	—	—	—
RETIREMENT	MANY	MANY	FEW	—	SOME	FEW
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# MEDICAL AND CLINICAL LABORATORY ASSISTANTS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to pay attention to detail  
Ability to work independently  
Ability to work under pressure

### TECHNICAL

Blood drawing skills  
Ability to apply sterilization techniques  
Ability to operate precision laboratory equipment

### PHYSICAL

Possession of good color perception  
Ability to sit continuously for more than two hours

### COMPUTER

Almost all require word processing skills.  
Most also want spreadsheet and some, database experience.

### LANGUAGE

Almost all look for fluency in English.  
Some seek speakers of Spanish, Cantonese, Mandarin, Japanese, Tagalog, Russian, French, German and/or Farsi.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 17 (1996)

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 70%  
Newspaper Ads 50%  
In-House Promotions or Transfer 35%  
Employee Referrals 35%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 404  
Projected Job Growth 1999 - 2006: 2.5%  
Growth: Much Faster Than Average  
Male 81% Female 19%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants or inexperienced applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Hospitals  
Health and Allied Services

## OTHER INFORMATION

Almost all promote to higher levels or supervisory positions.

15 Employers with 426 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# OFFICE MACHINE AND CASH REGISTER SERVICERS

Office Machine and Cash Register Servicers repair and service cash registers and office machines, such as adding, accounting, calculating, duplicating, and typewriting. They may repair manual, electrical and electronic office machines. Do not include workers who primarily repair word processing or other computerized systems.

OES Code 859260

## ALTERNATE TITLE: FIELD TECHNICIANS

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$10.00	\$17.74	\$12.00
NEW HIRES EXPERIENCED	\$10.00	\$19.18	\$15.00
THREE YEARS WITH EMPLOYER	\$10.00	\$28.77	\$17.26

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

All have day shifts ranging from 37 to 42 hours, averaging 40 hours per week.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 12 to 36 months. Some accept experience from other occupations.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent; a few want an associate degree.

A few accept less than high school.

Many accept training in lieu of experience.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	—	MANY	—	—	FEW
DENTAL INSURANCE	FEW	—	MANY	—	—	FEW
VISION INSURANCE	FEW	—	MANY	—	—	FEW
LIFE INSURANCE	FEW	—	—	—	FEW	—
SICK LEAVE	ALMOST ALL	—	—	—	—	—
VACATION	ALMOST ALL	—	—	—	—	—
RETIREMENT	—	—	SOME	—	FEW	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# OFFICE MACHINE AND CASH REGISTER SERVICERS

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to work independently

### TECHNICAL

Knowledge of electronic technology  
Ability to use precision tools  
Ability to operate circuit test equipment

### PHYSICAL

Possession of good color perception

### COMPUTER

Most look for word processing and database skills. Many want spreadsheet and a few, desktop publishing knowledge.

### LANGUAGE

Most look for fluency in English.  
Some seek speakers of Spanish, Cantonese, Mandarin and/or Tagalog.

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 75%  
Newspaper Ads 65%  
Internet Job Listings 35%

### STATISTICS

Size: Small (less than 885 employees)  
2002 Estimated Employment: 80  
Projected Job Growth 1999 - 2006: 0%  
Growth: Remain Stable  
Male 100%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified or inexperienced applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Professional and Commercial Equipment

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 405 (2002)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## OTHER INFORMATION

Many promote to supervisory or management positions.

11 Employers with 43 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# OPTICIANS — DISPENSING AND MEASURING

Opticians design, measure, fit, and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses, and coordinate frames with facial and eye measurements and optical prescription. In addition, they prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lens spectacles, adjust frame and lens position to fit clients, and shape or reshape frames. Please include Contact Lens Opticians.

OES Code 325140

## WAGES

	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$9.00	\$12.00	\$10.00
NEW HIRES EXPERIENCED	\$12.00	\$19.18	\$14.00
THREE YEARS WITH EMPLOYER	\$15.00	\$21.00	\$20.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

Almost all have full-time day shifts of 40 hours per week. A few work store hours until nine or closing. Some have part-time positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 6 to 24 months.

## EDUCATION AND TRAINING

Almost all require a high school degree or equivalent; a few, an associate degree.

Few accept less than high school.

A few accept training, such as ABO certification in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	FEW	SOME	FEW	—	—
DENTAL INSURANCE	SOME	FEW	FEW	—	—	—
VISION INSURANCE	MANY	FEW	FEW	—	—	—
LIFE INSURANCE	SOME	FEW	—	—	—	—
SICK LEAVE	ALMOST ALL	FEW	—	—	—	—
VACATION	ALMOST ALL	FEW	—	—	—	—
RETIREMENT	SOME	—	FEW	—	FEW	FEW
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# OPTICIANS — DISPENSING AND MEASURING

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

- Ability to read and follow instructions
- Oral communication skills
- Basic math skills
- Ability to write legibly

### PERSONAL

- Ability to work independently
- Public contact skills
- Willingness to work with close supervision

### TECHNICAL

- Knowledge of ophthalmic optics
- Ability to operate precision measuring instruments
- Knowledge of algebra, geometry and physics

### PHYSICAL

- Good vision
- Possession of good color perception

### COMPUTER

Most require basic computer skills and database knowledge, especially with in-house programs, such as, OPTO, a computer-based system of practice management, development and more.

### LANGUAGE

- All look for fluency in English.
- Some seek speakers of Russian, Spanish, Tagalog, Cantonese and/or Mandarin.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 167 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

- Newspaper Ads 85%
- Employee Referrals 65%
- Walk-in Applicants 45%
- Internet Job Listings 25%

### STATISTICS

- Size: Small (less than 885 employees)
- 2002 Estimated Employment: 220
- Projected Job Growth 1999 - 2006: 9.5%
- Growth: Much Faster Than Average
- Male 46%      Female 54%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

- Retail Stores
- Offices of Other Health Practitioners

## OTHER INFORMATION

Many promote to managerial positions, such as manager of the location.

19 Employers with 90 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ORDER CLERKS — MATERIALS, MERCHANDISE AND SERVICE

Materials, Merchandise, and Service Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. Do not include workers who dispatch as well as take orders for services. OES code 553230

## ALTERNATE TITLE: CUSTOMER SERVICE REPS

## WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$17.00	\$14.38
NEW HIRES EXPERIENCED	\$10.00	\$22.14	\$16.06
THREE YEARS WITH EMPLOYER	\$12.00	\$34.00	\$18.22

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## WORK HOURS

Almost all have day shifts of 40 hours per week.

A few have swing and graveyard shifts.

A few have part-time or on-call positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 6 to 24 months. Almost all seek retail or service experience.

## EDUCATION AND TRAINING

Most require a high school diploma or equivalent; some accept less than high school.

Almost all do not accept training in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	FEW	MOST	—	—	—
DENTAL INSURANCE	FEW	—	MOST	—	FEW	—
VISION INSURANCE	FEW	—	MANY	—	—	—
LIFE INSURANCE	SOME	—	FEW	—	FEW	—
SICK LEAVE	MOST	FEW	FEW	—	—	—
VACATION	MOST	FEW	SOME	—	—	—
RETIREMENT	SOME	—	SOME	—	FEW	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# ORDER CLERKS — MATERIALS, MERCHANDISE AND SERVICE

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Customer service skills  
Willingness to work with close supervision  
Ability to work independently  
Ability to set work priorities

### TECHNICAL

Ability to accurately record and report information  
Telephone answering skills

### PHYSICAL

Ability to sit continuously for two or more hours  
Ability to set priorities

### COMPUTER

Almost all require word processing skills; most, spreadsheets and few database knowledge. A few look for PowerPoint, PeopleSoft or QuickBooks experience.

### LANGUAGE

Most look for fluency in English.  
Some seek Spanish speakers.

## ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 90%  
Employee Referrals 75%  
Newspaper Ads 50%  
In-House Promotions or Transfer 40%

### STATISTICS

Size: Medium (885 - 1770 employees)  
2002 Estimated Employment: 1510  
Projected Job Growth 1999 - 2006: (-4.5%)  
Growth: Slow Decline  
Male 45%      Female 55%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants or inexperienced applicants who meet their hiring standards, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Drugs, Proprietarys and Sundries  
Petroleum and Petroleum Products  
Commercial Printing

## OTHER INFORMATION

Most promote to supervisory or management positions.

16 Employers with 73 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



# PERSONNEL CLERKS — EXCEPT PAYROLL AND TIMEKEEPING

Personnel Clerks (except Payroll and Timekeeping) compile and keep personnel records. They record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and on the date of and reason for termination. They also compile and type reports from employment records, file employment records, and search employee files and furnish information to authorized persons. OES Code 553140

## ALTERNATE TITLES: HR ASSISTANTS, TECHNICIANS OR SPECIALISTS

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$9.33	\$17.62	\$14.38
NEW HIRES EXPERIENCED	\$10.37	\$20.38	\$15.82
THREE YEARS WITH EMPLOYER	\$14.18	\$25.41	\$17.88

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

All have day shifts ranging from 37 to 45 hours, averaging 40 hours per week.

A few have part-time and on-call positions.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 12 to 24 months from administrative or service occupations.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; some want an associate degree and a few, a bachelor degree.

Some accept 12 months of training in lieu of experience.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	FEW	MOST	—	—	—
DENTAL INSURANCE	FEW	FEW	MOST	—	—	—
VISION INSURANCE	FEW	FEW	MOST	FEW	—	—
LIFE INSURANCE	MOST	FEW	FEW	—	—	—
SICK LEAVE	ALMOST ALL	FEW	FEW	—	—	—
VACATION	ALMOST ALL	FEW	—	—	—	—
RETIREMENT	SOME	FEW	SOME	FEW	FEW	—
CHILD CARE	—	—	—	—	SOME	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# PERSONNEL CLERKS — EXCEPT PAYROLL AND TIMEKEEPING

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to pay attention to detail  
Ability to work independently

### TECHNICAL

Alphabetic and numeric filing skills  
Ability to do arithmetic using fractions  
and decimals

### PHYSICAL

Insufficient data to report

### COMPUTER

Almost all require word processing,  
and spreadsheet skills. Most also require  
database knowledge. Some look for ability  
using PeopleSoft.

### LANGUAGE

Many look for fluency in English.  
Some seek speakers of Spanish, Cantonese,  
Mandarin, Japanese and/or Tagalog.

## OTHER INFORMATION

Many promote to supervisory or  
management positions, such as,  
HR coordinator.

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 70%  
Newspaper Ads 60%  
Employee Referrals 50%  
Private Employment Agencies 30%

### STATISTICS

Size: Medium (885-1770 employees)  
2002 Estimated Employment: 1050  
Projected Job Growth 1999 - 2006: (-1.9)  
Growth: Slow Decline  
Male 18% Female 82%

### SUPPLY AND DEMAND

Employers report it is moderately difficult  
finding fully experienced and qualified  
applicants who meet their hiring standards,  
indicating a good outlook for job seekers.  
Inexperienced applicants are not difficult to  
find, indicating a very competitive outlook.

### MAJOR EMPLOYING INDUSTRIES

Savings Institutions  
Personnel Supply Services  
Federal Government

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

16 Employers with 34 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# PRODUCTION, PLANNING AND EXPEDITING CLERKS

Production, Planning, and Expediting Clerk's duties are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. This includes reviewing and distributing production schedules and work orders, conferring with department supervisors to determine progress of work and completion dates, and compiling reports on progress of work and production problems. Their duties may also include scheduling workers and estimating costs, routing and delivering parts to insure production quotas are met, and scheduling shipment of parts. They may keep inventory of material in departments and insure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.

OES Code 580080

## ALTERNATE TITLE: PRODUCTION ASSISTANT

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$16.78	\$13.70
NEW HIRES EXPERIENCED	\$9.00	\$21.58	\$15.82
THREE YEARS WITH EMPLOYER	\$9.00	\$33.97	\$19.18

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOUR

Almost all have day shifts ranging from 35 to 40 hours, averaging 39 hours per week.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; some want a bachelor degree.

A few accept less than high school.

Most accept training in lieu of experience.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 3 to 36 months. Most want the experience from printing or publishing.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	—	SOME	—	—	—
DENTAL INSURANCE	MANY	—	SOME	—	—	—
VISION INSURANCE	MANY	—	SOME	—	—	—
LIFE INSURANCE	MANY	—	FEW	—	—	—
SICK LEAVE	ALMOST ALL	FEW	—	—	—	—
VACATION	ALMOST ALL	FEW	—	—	—	—
RETIREMENT	SOME	—	SOME	FEW	FEW	—
CHILD CARE	—	—	FEW	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# PRODUCTION, PLANNING AND EXPEDITING CLERKS

---

## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to pay attention to detail  
Ability to work under pressure  
Ability to think logically

### TECHNICAL

Ability to plan and organize the work of others  
Ability to create and implement production plans

### PHYSICAL

Insufficient data to report

### COMPUTER

Most want word processing; many,  
spreadsheet; some, desktop publishing skills;  
a few, database skills and PhotoShop.

### LANGUAGE

All look for fluency in English.  
Some seek Chinese and/or Spanish speakers.

## ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

## OTHER INFORMATION

Almost all promote to supervisory  
or senior positions, such as, production  
coordinator or manager.  
New skills such as digital printing are  
in demand.

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Internet Job Listings 65%  
Employee Referrals 55%  
Word of Mouth 30%  
Newspaper Ads 10%

### STATISTICS

Size: Medium (885 - 1770 employees)  
2002 Estimated Employment: 895  
Projected Job Growth 1999 - 2006: (-4.4%)  
Growth: Slow Decline  
Male 39% Female 61%

### SUPPLY AND DEMAND

Employers report it is moderately difficult  
finding fully experienced and qualified  
or inexperienced applicants who meet  
their hiring standards, indicating a good  
outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Commercial Printing  
Advertising  
Computer and Data Processing Services

17 Employers with 36 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# SALESPERSONS — RETAIL (EXCEPT VEHICLE SALES)

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

OES Code 490112

## ALTERNATE TITLE: SALES ASSOCIATES

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.15	\$10.65	\$9.00
NEW HIRES EXPERIENCED	\$9.00	\$12.79	\$10.18
THREE YEARS WITH EMPLOYER	\$10.00	\$16.50	\$12.90

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

### WORK HOURS

Almost all have day shifts ranging from 33 to 50 hours, averaging 41 hours per week. Some have swing shifts. A few have graveyard, evening and weekend hours. Some have part-time and a few, on-call positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few accept less than high school. Most accept training in lieu of experience.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Many require experience ranging from 6 to 24 months. Almost all accept experience from other service occupations.

### BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	FEW	MANY	SOME	—	—
DENTAL INSURANCE	SOME	FEW	MANY	FEW	FEW	FEW
VISION INSURANCE	FEW	FEW	SOME	FEW	—	—
LIFE INSURANCE	MANY	FEW	FEW	—	—	—
SICK LEAVE	MOST	FEW	FEW	—	—	—
VACATION	MOST	SOME	FEW	—	—	—
RETIREMENT	FEW	FEW	SOME	FEW	—	—
CHILD CARE	FEW	—	FEW	FEW	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# SALESPERSONS — RETAIL (EXCEPT VEHICLE SALES)

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly  
Basic math skills

### PERSONAL

Customer service skills  
Ability to work independently  
Willingness to work with close supervision

### TECHNICAL

Ability to operate point-of-sale terminal or cash register  
Ability to make change  
Ability to apply sales techniques  
Understanding of inventory techniques

### PHYSICAL

Ability to stand continuously for two or more hours  
Good grooming skills  
Ability to lift at least 50 pounds repeatedly

### COMPUTER

Some require basic computer skills.

### LANGUAGE

Almost all look for fluency in English.  
Many seek speakers of Spanish, Cantonese, Mandarin and/or Tagalog.

## OTHER INFORMATION

Almost all promote to higher supervisory or management positions, such as, buyer or store manager.

Some employers offer in-store product discounts.

16 Employers with 1363 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 80%  
Newspaper Ads 55%  
Walk-In Applicants 50%  
Word of Mouth 50%

### STATISTICS

Size: Very Large  
(more than 3837 employees)  
2002 Estimated Employment: 18,215  
Projected Job Growth 1999 - 2006: 17.8%  
Growth: Much Faster Than Average  
Male 32% Female 68%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards, indicating a very good outlook for job seekers.  
Inexperienced applicants are moderately difficult to find, indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Miscellaneous Shopping Goods Stores  
Family Clothing Stores  
Department Stores

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 536 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

# STOCK CLERKS — SALES FLOOR

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

OES Code 490210

## UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.00	\$10.00	\$8.71
NEW HIRES EXPERIENCED	\$8.71	\$16.67	\$11.00
THREE YEARS WITH EMPLOYER	\$12.00	\$23.33	\$18.06

## NON-UNION

### WAGES

	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$11.99	\$9.76
NEW HIRES EXPERIENCED	\$9.00	\$12.95	\$10.50
THREE YEARS WITH EMPLOYER	\$10.00	\$15.50	\$13.11

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

## EMPLOYER REQUIREMENTS

### EXPERIENCE

Almost all require experience ranging from 6 to 12 months in retail or service related occupations.

### WORK HOURS

Almost all work day shifts ranging from 37 to 50 hours, averaging 40 hours per week. Many have swing and a few, graveyard, evening and weekend shifts. Many have part-time and a few, on-call positions.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent; many also accept less than high school. Almost all accept training in lieu of experience.

## BENEFITS

	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	SOME	MANY	SOME	FEW	—
DENTAL INSURANCE	SOME	SOME	MANY	FEW	FEW	—
VISION INSURANCE	SOME	SOME	FEW	FEW	FEW	—
LIFE INSURANCE	SOME	FEW	SOME	FEW	FEW	—
SICK LEAVE	MOST	SOME	FEW	FEW	FEW	—
VACATION	MOST	MANY	SOME	FEW	FEW	—
RETIREMENT	SOME	SOME	SOME	FEW	FEW	—
CHILD CARE	FEW	FEW	FEW	FEW	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

# STOCK CLERKS — SALES FLOOR

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## SKILLS AND ABILITIES

What almost all or most employers require

### BASIC

Ability to read and follow instructions  
Oral communication skills  
Ability to write legibly

### PERSONAL

Ability to work independently  
Customer service skills  
Willingness to work with close supervision

### TECHNICAL

Cash handling and record keeping skills  
Understanding of inventory techniques

### PHYSICAL

Ability to stand continuously  
for two or more hours  
Ability to lift at least 50 pounds repeatedly  
Ability to climb a small ladder

### COMPUTER

Most require database skills.

### LANGUAGE

Most look for fluency in English.  
Some seek speakers of Spanish, Mandarin,  
Cantonese and/or Tagalog.

## ADDITIONAL INFORMATION SOURCES

California Occupational Guide  
Number 417 (1996)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

## EMPLOYMENT TRENDS

### RECRUITMENT METHODS

Employee Referrals 80%  
Walk-In Applicants 75%  
In-House Promotion or Transfer 40%

### STATISTICS

Size: Very Large  
(more than 3837 employees)  
2002 Estimated Employment: 3910  
Projected Job Growth 1999 - 2006: 10.7%  
Growth: Much Faster Than Average  
Male 56% Female 44%

### SUPPLY AND DEMAND

Employers report it is moderately difficult  
finding fully experienced and qualified  
applicants who meet their hiring  
standards, indicating a good outlook  
for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Grocery Stores  
Department Stores  
Miscellaneous Shopping Goods Stores

## OTHER INFORMATION

Almost all promote to supervisory  
or management positions.

16 Employers with 993 employees responded to this survey in the fourth quarter 2002.

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)



## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

The California Training & Education Providers (CTEP) database is a comprehensive source of training providers and educators in California. It is your best guide to local training information. You simply match yourself to private or public schools or colleges and universities, which meet your training interests or needs. Search the CTEP database of more than 3,600 training providers using various criteria at <http://www.soicc.ca.gov/ctep/>.

Below are training and education providers for many of the selected occupations in this 2002 Occupational Outlook Report.

The Private Industry Council of San Francisco, Inc. (PIC) and the Employment Development Department (EDD) do not endorse the schools listed in the California Training and Education Provider (CTEP). Please note that training programs may change frequently and it is recommended contacting the schools to verify the information listed.

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### ARCHITECTS . . .

#### University of San Francisco

2130 Fulton Street  
San Francisco CA 94117-1081  
(415) 422-2217  
<http://www.usfca.edu>

Private 4 or More Years Colleges and Universities,  
Including Graduate and Professional Schools

Training Program(s):  
Architecture (BA / BS, MA / MS, PhD)

#### Mission Language and Vocational School

2929 19th Street  
San Francisco CA 94110  
(415) 648-5220  
(415) 641-0262

Secondary Schools With Occupational  
Programs (ROP and vocational/occupational  
education)

Training Program(s):  
Retailing and Retail Operations

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### CASHIERS . . .

#### City College of San Francisco

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)

Community Colleges  
Training Program(s):  
Special Products Marketing Operations (New)

#### San Francisco County Regional Occupational Center

1370 43rd Avenue  
San Francisco CA 94122  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonn@muse.sfufd.edu](mailto:vcolonn@muse.sfufd.edu)

Secondary Schools With Occupational  
Programs (ROP and vocational/occupational  
education)

Training Program(s):  
Special Products Marketing Operations (New)

# TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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## **CHILD CARE WORKERS . . .**

### **American College of Early Childhood**

760 Market Street, Suite 1009  
San Francisco CA 94102  
(415) 677-9717  
(415) 677-9810  
<http://www.nannycollege.com>  
[nannyeduc@aol.com](mailto:nannyeduc@aol.com)  
Proprietary (Private) Business and Technical Schools  
Training Program(s):  
Child Care and Support Services  
Management (New)

### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Community Colleges  
Training Program(s):  
Child Care Provider/Assistant

### **Hospitality Management Training Institute**

760 Market Street, Suite 1009  
San Francisco CA 94102  
(415) 677-9717  
(415) 677-9810  
<http://www.hotelcollege.com>  
[hotelscool@aol.com](mailto:hotelscool@aol.com)  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Child Care Provider/Assistant

### **Main Train Vocational Training**

777 Stockton, Room 203  
San Francisco CA 94108  
(415) 398-3353  
(415) 398-3357  
Other Education  
Training Program(s):  
Human Development, Family Studies,  
and Related Services, Other

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## **COUNTER AND RENTAL CLERKS . . .**

### **Goodwill Industries of San Francisco**

1500 Mission Street  
San Francisco CA 94103  
(415) 575-2100  
(415) 575-2170  
<http://www.sfgoodwill.org>  
[dtaylor@sfgoodwill.org](mailto:dtaylor@sfgoodwill.org)  
Apprenticeship Programs  
Training Program(s):  
Selling Skills and Sales Operations

### **Mission Language and Vocational School**

2929 19th Street  
San Francisco CA 94110  
(415) 648-5220  
(415) 641-0262  
Secondary Schools With Occupational Programs  
(ROP and vocational/occupational education)  
Training Program(s):  
Retailing and Retail Operations

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **DATA PROCESSING**

#### **EQUIPMENT REPAIRERS . . .**

##### **Heald College**

350 Mission Street  
San Francisco CA 94105  
(415) 808-3000  
(415) 808-3005  
<http://www.heald.edu>

Proprietary (Private) Business and  
Technical Schools

Training Program(s):  
Computer Installation and Repair Technology/  
Technician

##### **San Francisco County Regional Occupational Center**

1370 43rd Avenue  
San Francisco CA 94122  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonm@muse.sfuld.edu](mailto:vcolonm@muse.sfuld.edu)

Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)

Training Program(s):  
Computer Installation and Repair  
Technology/Technician

##### **San Francisco Housing Authority-Computer**

(10 San Francisco Locations)  
(415) 715-3225  
(415) 715-3181  
[http://www.ci.sf.ca.us/sfha/  
computerlearning@sfha.org](http://www.ci.sf.ca.us/sfha/computerlearning@sfha.org)

Public Adult Schools With Occupational Programs

Training Program(s):  
Computer Installation and Repair Technology/  
Technician

##### **Youth For Service**

Pier 96 - Admin Building  
San Francisco CA 94124-1748  
(415) 621-5555  
(415) 431-3389  
<http://www.youthforservice.org>  
[yfs@youthforservice.org](mailto:yfs@youthforservice.org)

Secondary Schools With Occupational  
Programs (ROP and Vocational/Occupational  
Education)

Training Program(s):  
Computer Installation and Repair  
Technology/Technician  
Computer Technology/Computer  
Systems Technology (New)

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### **DRAFTERS . . .**

##### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)

Community Colleges

Training Program(s):  
Architectural Drafting and  
Architectural CADD  
Drafting and Design  
Technology/Technician, General

##### **Asian Neighborhood Design Inc.**

1232 Connecticut Street  
San Francisco CA 94107  
(415) 648-7070  
(415) 648-6303  
<http://www.andnet.org>  
[tchupein@and.org](mailto:tchupein@and.org)

Other Education

Training Program(s):  
Drafting and Design Technology/Technician,  
General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### ***DRAFTERS (CONTINUED) . . .***

Oxman College  
375 3rd Avenue  
San Francisco CA 94118  
(415) 751-6461  
(415) 751-6458  
<http://www.oxmancollege.com>  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Drafting and Design  
Technology/Technician, General

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### ***HEATING, AIR CONDITIONING AND REFRIGERATION MECHANICS AND INSTALLERS . . .***

**City College of San Francisco**  
Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Community Colleges  
Training Program(s):  
Heating, Air Conditioning, Ventilation  
and Refrigeration Maintenance Technology/  
Technician (HAC)

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### ***HOME HEALTH AIDES . . .***

**Arriba Juntos**  
1850 Mission Street  
San Francisco CA 94103  
(415) 863-9307  
(415) 863-9314  
<http://www.arribajuntos.org>  
[dbracker@arribajuntos.org](mailto:dbracker@arribajuntos.org)  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Home Health Aide/Home Attendant

**California Nurses Institute**  
2601 Mission Street, Suite 808  
San Francisco CA 94110  
(415) 641-7662  
(415) 641-7699  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Home Health Aide/Home Attendant

**City College of San Francisco**  
Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Community Colleges  
Training Program(s):  
Home Health Aide/Home Attendant

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## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **INSURANCE ADJUSTERS, EXAMINERS AND INVESTIGATORS . . .**

#### **American School of Mortgage Banking**

(City Address Varies for Each Program)

San Francisco CA 94103

(800) 343-5549

(714) 832-3597

<http://www.asmb.com>

[bart@asmb.com](mailto:bart@asmb.com)

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Insurance

#### **Anthony Schools**

2145 19th Avenue

San Francisco CA 94116

(415) 566-2505

(415) 665-0184

<http://www.anthonyschools.com>

Proprietary (Private) Business and  
Technical Schools

Training program(s):

Insurance

#### **San Francisco County Regional Occupational Center**

1370 43rd Avenue

San Francisco CA 94122

(415) 242-2600

(415) 242-2573

<http://www.sfusd.k12.ca.us>

[vcolonn@muse.sfufd.edu](mailto:vcolonn@muse.sfufd.edu)

Secondary Schools With Occupational Programs  
(ROP and vocational/occupational education)

Training Program(s):

Business and Personal/Financial Services Marketing  
Operations (New)

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### **LEGAL SECRETARIES . . .**

#### **City College of San Francisco**

Main Campus

50 Phelan Ave

San Francisco CA 94112-1899

(11 Campuses in San Francisco)

(415) 239-3000

(415) 239-3936

<http://www.ccsf.org>

[advisor@ccsf.org](mailto:advisor@ccsf.org)

Community Colleges

Training Program(s):

Administrative Assistant and  
Secretarial Science, General

#### **Heald College**

350 Mission Street

San Francisco CA 94105

(415) 808-3000

(415) 808-3005

<http://www.heald.edu>

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Administrative Assistant and Secretarial Science,  
General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **LEGAL SECRETARIES (CONTINUED) . . .**

#### **L. E. N. Business and Language Institute**

1254 Market Street, Suite 200

San Francisco CA 94102

(415) 252-9059

(415) 252-0360

<http://www.leninstitute.com>

[leninst@earthlink.net](mailto:leninst@earthlink.net)

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Administrative Assistant and  
Secretarial Science, General

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### **LIBRARY ASSISTANTS . . .**

#### **City College of San Francisco**

Main Campus

50 Phelan Ave

San Francisco CA 94112-1899

(11 Campuses in San Francisco)

(415) 239-3000

(415) 239-3936

<http://www.ccsf.org>

[advisor@ccsf.org](mailto:advisor@ccsf.org)

Community Colleges

Training Program(s):

Library Assistant/Technician

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### **LOAN AND CREDIT CLERKS . . .**

#### **American School of Mortgage Banking**

(City Address Varies For Each Program)

San Francisco CA 94103

(800) 343-5549

(714) 832-3597

<http://www.asmb.com>

[bart@asmb.com](mailto:bart@asmb.com)

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Banking and Financial Support Services

#### **San Francisco State University**

1600 Holloway Avenue

San Francisco CA 94132

(415) 338-1111

(415) 338-6922

<http://www.sfsu.edu>

[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)

Public 4 or More Years Colleges and Universities,  
Including All Graduate and Professional Schools

Training Program(s):

Banking and Financial Support Services

### **MEDICAL/CLINICAL ASSISTANTS . . .**

#### **Bryman College of San Francisco**

814 Mission Street

San Francisco CA 94103

(415) 777-2500

(415) 495-3457

<http://www.cci.edu>

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Medical/Clinical Assistant

Medical office Management/Administration

#### **City College of San Francisco**

Main Campus

50 Phelan Ave

San Francisco CA 94112-1899

(11 Campuses in San Francisco)

(415) 239-3000

(415) 239-3936

<http://www.ccsf.org>

[advisor@ccsf.org](mailto:advisor@ccsf.org)

Community Colleges

Training Program(s):

Medical/Clinical Assistant

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **MEDICAL/CLINICAL ASSISTANTS**

(CONTINUED) . . .

#### **Computer Skills Center**

5011 Geary Blvd  
San Francisco CA 94118  
(415) 221-9201  
(415) 750-0525  
computeskl@aol.com  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Medical Office Management/Administration

#### **Community Educational Services**

80 Fresno Street  
San Francisco CA 94133  
(415) 982-0615  
(415) 434-3128  
<http://www.cessf.org>  
darin@cessf.org  
Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Filipino-American Employment and Training**

2940 16th Street, Suite 319  
San Francisco CA 94104  
(415) 626-1608  
(415) 437-9241  
[http://www.webspawner.com/users/filamjobs/marivi\\_blanco@yahoo.com](http://www.webspawner.com/users/filamjobs/marivi_blanco@yahoo.com)

Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

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### **ORDER CLERKS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
advisor@ccsf.org  
Community Colleges  
Training Program(s):  
General Office Occupations and  
Clerical Services

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **MEDICAL/CLINICAL ASSISTANTS**

(CONTINUED) . . .

#### **Computer Skills Center**

5011 Geary Blvd  
San Francisco CA 94118  
(415) 221-9201  
(415) 750-0525  
computeskl@aol.com  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Medical Office Management/Administration

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#### **Community Educational Services**

80 Fresno Street  
San Francisco CA 94133  
(415) 982-0615  
(415) 434-3128  
<http://www.cessf.org>  
darin@cessf.org  
Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Filipino-American Employment and Training**

2940 16th Street, Suite 319  
San Francisco CA 94104  
(415) 626-1608  
(415) 437-9241  
<http://www.webspawner.com/users/filamjobs/>  
marivi\_blanco@yahoo.com  
Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

### **ORDER CLERKS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
advisor@ccsf.org  
Community Colleges  
Training Program(s):  
General Office Occupations and  
Clerical Services



# TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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## **ORDER CLERKS (CONTINUED) . . .**

### **Goodwill Industries of San Francisco**

1500 Mission Street

San Francisco CA 94103

(415) 575-2100

(415) 575-2170

<http://www.sfgoodwill.org>

[dtaylor@sfgoodwill.org](mailto:dtaylor@sfgoodwill.org)

Apprenticeship Programs

Training Program(s):

General Office Occupations and

Clerical Services

### **L. E. N. Business and Language Institute**

1254 Market Street, Suite 200

San Francisco CA 94102

(415) 252-9059

(415) 252-0360

<http://www.leninstitute.com>

[leninst@earthlink.net](mailto:leninst@earthlink.net)

Proprietary (Private) Business and

Technical Schools

Training Program(s):

General Office Occupations and

Clerical Services

### **Mission Language and Vocational School**

2929 19th Street

San Francisco CA 94110

(415) 648-5220

(415) 641-0262

Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)

Training Program(s):

General Office Occupations and

Clerical Services

### **San Francisco State University**

425 Market Street

San Francisco CA 94105

(415) 405-7700

(415) 338-7290

<http://www.cel.sfsu.edu>

[sfsucel@sfsu.edu](mailto:sfsucel@sfsu.edu)

Public 4 or More Years Colleges and Universities,  
Including All Graduate and Professional Schools

Training Program(s):

General Office Occupations and

Clerical Services

### **San Francisco Vocational Services**

814 Mission Street, Suite 600

San Francisco CA 94103

(415) 512-9500

(415) 512-9507

<http://www.sfvocationalservices.org>

[sfvocationalservices.org](http://www.sfvocationalservices.org)

Secondary Schools With Occupational Programs  
(ROP and Counseling)

Training Program(s):

General Office Occupations and

Clerical Services

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## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **PERSONNEL CLERKS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Community Colleges  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Community Educational Services**

80 Fresno Street  
San Francisco CA 94133  
(415) 982-0615  
(415) 434-3128  
<http://www.cessf.org>  
[darin@cessf.org](mailto:darin@cessf.org)  
Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Filipino-American Employment and Training**

2940 16th Street Suite 319  
San Francisco CA 94104  
(415) 626-1608  
(415) 437-9241  
[http://www.webspawner.com/users/filamjobs/marivi\\_blanco@yahoo.com](http://www.webspawner.com/users/filamjobs/marivi_blanco@yahoo.com)  
Other Education  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Goodwill Industries of San Francisco**

1500 Mission Street  
San Francisco CA 94103  
(415) 575-2100  
(415) 575-2170  
<http://www.sfgoodwill.org>  
[dtaylor@sfgoodwill.org](mailto:dtaylor@sfgoodwill.org)  
Apprenticeship Programs  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **L. E. N. Business and Language Institute**

1254 Market Street, Suite 200  
San Francisco CA 94102  
(415) 252-9059  
(415) 252-0360  
<http://www.leninstitute.com>  
[leninst@earthlink.net](mailto:leninst@earthlink.net)  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
General Office Occupations and  
Clerical Services

#### **Mission Language and Vocational School**

2929 19th Street  
San Francisco CA 94110  
(415) 648-5220  
(415) 641-0262  
Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)  
Training Program(s):  
General Office Occupations and  
Clerical Services

# TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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## **PERSONNEL CLERKS (CONTINUED) . . .**

### **San Francisco State University**

425 Market Street  
San Francisco CA 94105  
(415) 405-7700  
(415) 338-7290  
<http://www.cel.sfsu.edu>  
[sfsu cel@sfsu.edu](mailto:sfsu cel@sfsu.edu)

Public 4 or More Years Colleges and Universities,  
Including All Graduate

### **San Francisco Vocational Services**

814 Mission Street, Suite 600  
San Francisco CA 94103  
(415) 512-9500  
(415) 512-9507  
<http://www.sfvocationalservices.org>  
[sfvocationalservices.org](http://www.sfvocationalservices.org)

Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)

Training Program(s):  
General Office Occupations and  
Clerical Services

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## **SALESPERSONS, RETAIL . . .**

### **City College of San Francisco**

Main Campus  
50 Phelan Ave  
San Francisco CA 94112-1899  
(11 Campuses in San Francisco)  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Community Colleges

### **Goodwill Industries of San Francisco**

1500 Mission Street  
San Francisco CA 94103  
(415) 575-2100  
(415) 575-2170  
<http://www.sfgoodwill.org>  
[dtaylor@sfgoodwill.org](mailto:dtaylor@sfgoodwill.org)  
Apprenticeship Programs  
Training Program(s):  
Hospitality and Recreation  
Marketing Operations (New)  
General Merchandising, Sales, and Related  
Marketing Operations, Other  
Selling Skills and Sales Operations

### **Hospitality Management Training Institute**

760 Market Street, Suite 1009  
San Francisco CA 94102  
(415) 677-9717  
(415) 677-9810  
<http://www.hotelcollege.com>  
[hotelschool@aol.com](mailto:hotelschool@aol.com)  
Proprietary (Private) Business and  
Technical Schools  
Training Program(s):  
Hospitality and Recreation Marketing  
Operations (New)

### **Mission Language and Vocational School**

2929 19th Street  
San Francisco CA 94110  
(415) 648-5220  
4156410262  
Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### ***SALESPERSONS, RETAIL (CONTINUED) . . .***

#### **San Francisco County Regional Occupational Center**

1370 43rd Avenue  
San Francisco CA 94122  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonn@muse.sfufd.edu](mailto:vcolonn@muse.sfufd.edu)

Secondary Schools With Occupational Programs  
(ROP and Vocational/Occupational Education)

Training Program(s):  
Special Products Marketing Operations (New)

#### **The Fashion Institute of Design and Merchandise**

55 Stockton Street  
San Francisco CA 94108-5806  
(415) 675-5200  
(415) 296-7299

Proprietary (Private) Business and  
Technical Schools

<http://www.fidm.com>  
Training Program(s):  
Fashion Merchandising

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### ***TEACHERS, ELEMENTARY SCHOOLS . . .***

#### **American College of Early Childhood**

760 Market Street, Suite 1009  
San Francisco CA 94102  
Phone (415) 677-9717  
Fax (415) 677-9810  
<http://www.nannycollege.com>  
[nannyeduc@aol.com](mailto:nannyeduc@aol.com)

Proprietary (Private) Business and  
Technical Schools

Training Program(s):  
Elementary Education and Teaching

#### **Intercultural Institute of California**

1362 Post St.  
San Francisco CA 94109  
Phone (415) 441-1884  
Fax (415) 885-4155  
<http://www.iic.edu>  
[iic@koreannet.org](mailto:iic@koreannet.org)  
Other Education  
Training Program(s):  
Foreign Language Teacher Education

#### **Maria Montessori Institute of San Francisco**

678 Portola Drive  
San Francisco CA 94127  
Phone (415) 665-6145  
Fax (415) 665-6145  
[pax101@aol.com](mailto:pax101@aol.com)  
Other Education  
Training Program(s):  
Elementary Education and Teaching

#### **New College of California**

Main Campus  
50 Fell Street  
San Francisco CA 94110  
(Various campuses)  
Phone (415) 437-3460  
Fax (415) 437-3417  
<http://www.newcollege.edu>  
[admissions@newcollege.edu](mailto:admissions@newcollege.edu)  
Private 4 or More Years Colleges and  
Universities, Including Graduate  
Training Program(s):  
Teacher Education and Professional Development,  
Specific Subject Areas, Other

# TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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## **TEACHERS, ELEMENTARY SCHOOLS**

(CONTINUED) . . .

### **Olympia Institute**

833 Market Street Suite 301

San Francisco CA 94103

Phone (415) 543-1333

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Bilingual and Multilingual Education

### **San Francisco State University**

1600 Holloway Avenue

San Francisco CA 94132

Phone (415) 3381111

Fax (415) 3386922

<http://www.sfsu.edu>

[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)

Public 4 or More Years Colleges and Universities,  
Including All Graduate and Professional Schools

Training Program(s):

Mathematics Teacher Education

Elementary Education and Teaching

Bilingual and Multilingual Education

### **University of San Francisco**

2130 Fulton Street

San Francisco CA 94117-1080

Phone (415) 422-5555

Fax (415) 422-2217

<http://www.usfca.edu>

Public 4 or More Years Colleges and Universities,  
Including All Graduate and Professional Schools

Training Program(s):

Mathematics Teacher Education

Bilingual and Multilingual Education

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## **TEACHER'S AIDES . . .**

### **American College of Early Childhood**

760 Market Street, Suite 1009

San Francisco CA 94102

(415) 677-9717

(415) 677-9810

<http://www.nannycollege.com>

[nannyeduc@aol.com](mailto:nannyeduc@aol.com)

Proprietary (Private) Business and  
Technical Schools

Training Program(s):

Teacher Assistant/Aide

### **Olympia Institute**

833 Market Street Suite 301

San Francisco CA 94103

(415) 543-1333

Open Entry/Open Exit

Proprietary (Private) Business and Technical Schools

Training Program(s):

Bilingual and Multilingual Education

### **San Francisco State University**

1600 Holloway Ave

(415) 338-1111

(415) 338-6922

<http://www.sfsu.edu>

[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)

San Francisco CA 94132

Public 4 or More Years Colleges and Universities,  
Including All Graduate and Professional Schools

Training Program(s):

Bilingual and Multilingual Education

### **The Family School/Strive San Francisco**

3101 Mission St.

San Francisco CA 94117

(415) 554-0425

(415) 554-0440

<http://www.thefamilyschool.org>

[info@thefamilyschool.org](mailto:info@thefamilyschool.org)

Other Education

Training Program(s):

Teacher Assistant/Aide

### **University of San Francisco**

2130 Fulton St.

San Francisco CA 94117-1081

Phone (415) 422-5555

(See listing under Teachers...)

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES Code
Accountants & Auditors	2000	211140
Administrative Assistants	2000	169167997
Architects, Except Landscape & Marine	2002	223020
Automotive Body and Related Repairers	2002	853050
Automotive Mechanics	1995	853020
Baggage Porters & Bellhops	1998	680230
Bicycle Repairers	1993	859510
Bill & Account Collectors	1998	535080
Billing, Cost & Rate Clerks	1995	553440
Billing, Posting & Calculating Machine Operators	1998	560020
Bookkeeping, Accounting, & Auditing Clerks, Including Bookkeepers	2000	553380
Bread & Pastry Bakers	1994	650210
Broadcast Technicians	1999	340280
Cabinetmakers & Bench Carpenters	1997	893110
Carpenters	1998	871020
Carpet Installers	1998	876020
Cashiers	2002	490230
Child Care Workers	2002	680380
Civil Engineering Technicians & Technologists	1991	225020
Computer Aided Design (CAD Technicians)	1999	3362999
Computer Animators	1996	30064998
Computer Engineers	1995	221270
Computer Network Techs	1996	33162996
Computer Operators	1996	560110
Computer Programmers	1997	251051
Computer Support Specialists	1999	251040
Cooks, Restaurant	1996	650260
Cooks, Short Order	1996	650350
Counter and Rental Clerks	2002	490170
Data Entry Keyers, Except Composing	1995	560170
Data Processing Equipment Repairers	2002	857050
Dental Hygienists	1997	329080

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES Code
Dental Laboratory Technicians, Precision	1994	899210
Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140
Dispatchers, Except Police, Fire & Ambulance	1998	580050
Drafters	2002	225140
Electric Home Appliance and Power Tool Repairers	2002	857110
Electrical & Electronic Engineering Technicians	1992	225050
Electricians	1999	872020
Emergency Medical Technicians-Paramedic, EMT-P	1991	325083
Emergency Medical Techs-I	1991	325081
Employment Interviewers-Private or Public Employment Service	2000	215080
File Clerks	1998	553210
Financial Analysts, Statistical	1999	253150
Financial Planners	1993	430142
Food Preparation Workers	2000	650380
Food Service Managers	2000	150261
Gardeners, Groundskeepers	1996	790300
General Office Clerks	2000	553470
Graphic Designers	1999	141061998
Guards & Watch Guards	2000	630470
Guides	1998	680170
Hairdressers, Hairstylists & Cosmetologists	1996	680050
Heating, Air Conditioning, Refrigeration Mechanics & Installers	2002	859020
Home Appliance & Power Tool Repairers	1996	857111
Home Health Aides	2002	660110
Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
Hotel Desk Clerks	2000	538080
Instructional Aides	2002	315211
Insurance Adjusters, Examiners and Investigators	2002	533020
Insurance Claims Clerks	1994	533110
Internet Web Site Designers/Developers (Webmasters)	2000	31064999
Janitors & Cleaners, Except Maids & Housekeeping Cleaners	1996	670050
Kindergarten Teachers	1995	313022

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES Code
Laborers, Landscaping and Groundskeeping	2002	790410
Legal Secretaries	2002	551020
Librarians, Professional	1993	315020
Library Assistants and Bookmobile Drivers	2002	539020
Licensed Vocational Nurses	2000	325050
Loan and Credit Clerks	2002	531210
Loan Officers & Counselors	1999	211080
Lodging Managers	1997	150262
Maids & Housekeeping Cleaners	1999	670020
Mail Machine Operators, Preparation & Handling	1992	560080
Managers, Retail Store	1999	185167999
Marketing, Advertising, & Public Relations Managers	2000	130110
Medical & Clinical Laboratory Technologists	1997	329020
Medical and Clinical Laboratory Assistants	2002	329050
Medical Assistants, Doctor's Office	1996	660050
Medical Records Technicians	1998	329110
Multimedia Specialists	1999	30064996
Network Professionals	1999	31132999
New Accounts Clerks	1998	531050
Nurse Aides	2000	660080
Occupational Therapists	1999	323050
Office Machine and Cash Register Servicers	2002	859260
Offset Lithographic Press Setters & Set-up Operators	1998	925120
Opticians - Dispensing and Measuring	2002	325140
Order Clerks - Materials, Merchandise and Service	2002	553230
Painters, Paperhangers, Construction & Maintenance	1998	874020
Paralegal Personnel	1998	283050
Parking Lot Attendants	2000	978080
Patternmakers, & Layout Workers, Fabric & Apparel	1999	895020
Payroll & Timekeeping Clerks	1997	553410
Personnel Clerks (except Payroll and Timekeeping)	2002	553140
Pharmacists	1994	325170



## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES Code
Pharmacy Assistants	1997	N/A
Pharmacy Technicians	1997	325180
Phlebotomists	1997	79364999
Physical Therapists	1999	323080
Physical Therapy Aides	1999	660172
Physical Therapy Assistants	1999	660171
Physicians' Assistants	1994	325110
Plumbers, Pipefitters, & Steamfitters	2000	875020
Preschool Teachers	1995	313021
Printing Press Machine Operators & Tenders	1995	925430
Production, Planning and Expediting Clerks	2002	580080
Property & Real Estate Managers & Administrators	1997	150110
Radiologic Technologists, Diagnostic	1995	329210
Real Estate Appraisers	1999	430110
Real Estate Brokers	1999	430050
Real Estate Clerks	1999	539140
Real Estate Sales Agents	1999	430080
Receptionists & Information Clerks	2000	553050
Registered Nurses	2000	325020
Reservation & Transportation Ticket Agents	1995	538050
Sales Agents & Placers, Insurance	1997	430020
Sales Agents, Advertising	1996	430230
Salespersons - Retail (except Vehicle Sales)	2002	490112
Salespersons, Parts	1999	490140
Secretaries, Except Legal & Medical	2000	551080
Secretaries, Legal	1998	551020
Secretaries, Medical	1995	551050
Securities Brokers	1993	430141
Social Workers, Medical & Psychiatric	1999	273020
Social Workers, Except Medical & Psychiatric	2000	273050
Stationary Engineers	1996	950320
Stock Clerks, Sales Floor	2002	490210

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES Code
Stock Clerks-Stockroom, Warehouse, & Storage Yard	2000	580230
Surgical Technicians	1997	329280
Switchboard Operators	1998	571020
Systems Analysts-Electronic Data Processing	2000	251020
Taxi Drivers & Chauffeurs	1998	971140
Teachers, Elementary Schools	2002	313050
Teachers, Preschool	1999	313030
Teachers, Secondary School	1995	313080
Teachers, Special Education	1997	313110
Technical Writers	1997	340050
Tellers	1997	531020
Traffic, Shipping, & Receiving Clerks	1999	580280
Travel Agents	1996	430210
Truck Drivers, Light, Including Delivery & Route Drivers	1997	971050
Typists, Including Word Processing	1995	553070
Veterinary Technicians & Technologists	1994	329510
Vocational & Educational Counselors	1999	315140
Waiters & Waitresses	2000	6500809
Welders & Cutters	1998	939140
Wholesale & Retail Buyers, Excluding Farm Products	1992	213020

Complimentary copies of individual occupations surveyed in San Francisco  
may be obtained from The Private Industry Council of San Francisco, Inc.  
1650 Mission Street, Suite 300  
San Francisco CA 94103

E-mail: [411@picsf.org](mailto:411@picsf.org)  
Phone: 415.431.8700  
Fax: 415-431-8702

Or downloaded from [www.picsf.org/research/research.htm#Outlook](http://www.picsf.org/research/research.htm#Outlook)



## Sample Questionnaire ...

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation: 859020 Heating, Air Conditioning, and Refrigeration Mechanics and Installers</b>		
Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Please do not include workers who do only plumbing and pipefitting work.		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If yes,</b> please complete this survey for the occupation described. <b>If no,</b> please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below. Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

## Sample Questionnaire ...

9. Does your firm accept training as a substitute for experience <b>in this occupation</b> ? If yes, how many months of training can generally be substituted?		Yes <input type="checkbox"/> No <input type="checkbox"/> _____ (months)		
10. Is technical or vocational training required prior to employment <b>in this occupation</b> ? If yes or preferred, what kind of training is <b>required</b> ?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)		
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).				
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study				
12. What is the usual income earned by your firm's employees <b>in this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.		
<ul style="list-style-type: none"> <li>• New hires, no experience (trained or untrained):</li> <li>• New hires who are experienced:</li> <li>• Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____	
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____		
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:				
	<u>Employer Pays All</u> FT    PT    FT    PT		<u>Share Cost</u> FT    PT    FT    PT	
	<u>Employee Pays All</u> FT    PT    FT    PT		<u>Not Provided</u> FT    PT    FT    PT	
Medical Insurance	□	□	□	□
Dental Insurance	□	□	□	□
Vision Insurance	□	□	□	□
Life Insurance	□	□	□	□
Sick Leave	□	□	□	□
Vacation	□	□	□	□
Retirement Plan	□	□	□	□
Child Care	□	□	□	□
Other (Please Specify):	□	□	□	□
15. a. Does your firm ever promote employees <b>in this occupation</b> to higher-level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, what are the titles of the positions to which they may be promoted?		_____		
b. What skills are important for career advancement?		_____		
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)				
Specify software names: <input type="checkbox"/> None				
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____				
17. What other new skills are needed to perform the duties of this occupation? _____				
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?				
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____				
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____		
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No		

## Sample Skills Questionnaire ...

We now ask you please to complete these three questions of local interest.

20. Please rank the most common deficiencies among applicants or recently hired employees on a scale of one (most deficient) to five (no deficiency):

_____ Basic reading, writing, math	_____ Technical job-specific skills
_____ Oral communications	_____ General knowledge of the job or business
_____ Good grooming habits	_____ Job readiness (work habits, timeliness)
_____ Other _____	_____ None

21. Language abilities:

	Not Important				Very Important
How important is fluency in English?.....	1	2	3	4	5
How difficult is it to find applicants fluent in English?.....	1	2	3	4	5
Knowledge of what other language(s) is desired _____					

22. Please rank the importance of each of the following skills/personal traits

Heating, air conditioning and refrigeration mechanics & installers	Not Important				Very Important
<b>Technical</b>					
Welding/soldering skills.....	1	2	3	4	5
Plumbing/pipefitting skills.....	1	2	3	4	5
Problem solving skills.....	1	2	3	4	5
Bondable.....	1	2	3	4	5
Other _____	1	2	3	4	5
<b>Basic</b>	Not Important				Very Important
Oral communication skills.....	1	2	3	4	5
Ability to write legibly.....	1	2	3	4	5
Ability to read and follow instructions.....	1	2	3	4	5
Basic math skills.....	1	2	3	4	5
Other _____	1	2	3	4	5
<b>Personal</b>	Not Important				Very Important
Ability to work independently.....	1	2	3	4	5
Ability to provide own hand tools.....	1	2	3	4	5
Public contact skills.....	1	2	3	4	5
Possession of driver's license & good DMV driving record..	1	2	3	4	5
Other _____	1	2	3	4	5
<b>Physical</b>	Not Important				Very Important
Ability to lift at least 100 pounds repeatedly.....	1	2	3	4	5
Other _____	1	2	3	4	5